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KWIC

Index to Services – 2004

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CANADIAN ART
COLLECTION
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Art Gallery of Ontario



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NORD

1984

2004



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<https://archive.org/details/kwicindexont2004>

INDEX/GENERAL INQUIRY NUMBERS/MINISTRY WEB SITES

MINISTRY PROGRAM OR SERVICE	(ACRONYM) (for this directory only)	WEB SITE (if available)	GENERAL INQUIRY NUMBER	PAGE
NOTE: The Ontario government central Web site can be accessed at: www.gov.on.ca				
Agriculture and Food (OMAF)		www.gov.on.ca/omaf	1-888-466-2372	94
Alcohol and Gaming Commission of Ontario		www.agco.on.ca	(416) 326-8700	316
Attorney General (MAG)		www.attorneygeneral.jus.gov.on.ca	(416) 326-2220	121
Cabinet Office (CAB)			(416) 325-7635	69
Chief Election Officer (OCE)		www.electionsontario.on.ca	(416) 326-6300	91
Children and Youth Services (MCYS)		www.children.gov.on.ca	(416) 212-7432	165
Citizens' Inquiry Bureau		www.gov.on.ca	(416) 326-1234	274
Citizenship and Immigration (MCI)		www.gov.on.ca/mczcr	(416) 327-2422	183
Community and Social Services (CSS)		www.css.gov.on.ca	(416) 325-5666	193
Community Safety and Correctional Services (CSCS)		www.mpss.jus.gov.on.ca	(416) 326-5000	219
Consumer and Business Services (CBS)		www.cbs.gov.on.ca	(416) 326-8555	270
Culture (MCL)		www.culture.gov.on.ca	(416) 325-1660	320
Democratic Renewal (DEM)		www.attorneygeneral.jus.gov.on.ca/ english/drs	(416) 326-2220	334
Economic Development and Trade (EDT)		www.ontariocanada.com	(416) 325-6666	335
Education (EDU)		www.edu.gov.on.ca	(416) 325-2929	352
Energy (ENG)		www.energy.gov.on.ca	(416) 327-6758	372
Environment (ENE)		www.ene.gov.on.ca	(416) 325-4000	378
Environmental Commissioner (ECO)		www.eco.on.ca	(416) 325-3377	91
Finance (FIN)		www.gov.on.ca/fin	1-800-263-7965	395
Francophone Affairs (OFA)		www.ofa.gov.on.ca	(416) 325-4949	429
Health and Long-Term Care (MOH)		www.health.gov.on.ca	(416) 327-4327	430
Human Rights Commission		www.ohrc.on.ca	(416) 314-4500	161
Information and Privacy Commissioner (IPC)		www.ipc.on.ca	(416) 326-3333	91
Intergovernmental Affairs (MIA)		www.mia.gov.on.ca	(416) 325-4800	495
Integrity Commissioner (ICO)		www.oico.on.ca	(416) 314-8983	92
Labour (LAB)		www.gov.on.ca/lab	(416) 326-7400	497
Legislative Assembly (MEM)		www.ontla.on.ca	(416) 325-7500	71
Legislative Library		www.ontla.on.ca/library/ libraryindex.htm	(416) 325-3900	85
Legislative Offices (LEG)			(416) 325-7500	71
Lieutenant Governor's Office (LTG)		www.lt.gov.on.ca	(416) 325-7780	69
Liquor Control Board of Ontario (LCBO)		www.lcbo.ca	1-800-668-5226	350
Lobbyists Registration Office (ICO)		lobbyist.oico.on.ca	(416) 327-4053	92
Management Board of Cabinet (MBS)		www.gov.on.ca/mbs/english/mbs/ index.html	(416) 326-1234	517
Management Board Secretariat (MBS)		www.gov.on.ca/mbs/english/mbs/ index.html	(416) 326-1234	517
Municipal Affairs and Housing (MMAH)		www.mah.gov.on.ca	(416) 585-7041	542
Native Affairs (NAT)		www.nativeaffairs.jus.gov.on.ca	(416) 326-4740	555
Natural Resources (MNR)		www.mnr.gov.on.ca	1-800-667-1940	558
Northern Development and Mines (NDM)		www.mndm.gov.on.ca	(416) 327-0633	593
Ombudsman Ontario (OBD)		www.ombudsman.on.ca	(416) 586-3300	93
Ontario Energy Board		www.oeb.gov.on.ca	(416) 481-1967	376
Ontario Labour Relations Board		www.gov.on.ca/lab/olrb/home.htm	(416) 326-7500	512
Ontario Lottery and Gaming Corporation		www.olgc.ca	1-800-387-0098	350
Ontario Mortgage Corporation			(416) 585-7183	552
Ontario Place Corporation		www.ontarioplace.com	(416) 314-9900	630
Ontario Provincial Police		www.gov.on.ca/opp	(705)-329-6111	220
Ontario Realty Corporation		www.orc.on.ca	(416) 327-3937	540
Ontario Securities Commission		www.osc.gov.on.ca	(416) 597-0681	426
Ontario Seniors' Secretariat		www.gov.on.ca/citizenship/seniors	(416) 326-7076	186
Ontario Women's Directorate		www.gov.on.ca/citizenship/owd	(416) 314-0300	187
OPSEU Pension Trust		www.optrust.com	(416) 681-6161	541
Provincial Auditor (OPA)		www.auditor.on.ca	(416) 327-2381	92
Public Infrastructure Renewal (PIR)		www.pir.gov.on.ca	(416) 325-0424	616
Shared Services Bureau			(416) 326-9300	530
Tourism and Recreation (MTR)		www.tourism.gov.on.ca	(416) 326-9326	618
Training, Colleges and Universities (TCU)		www.edu.gov.on.ca	1-800-387-5514	633
Transportation (MTO)		www.mto.gov.on.ca	1-800-268-4686	651
Travel Information Centres		www.travelinx.com	1-800-668-2746	619
Workplace Safety and Insurance Board		www.wsib.on.ca	(416) 344-1000	515

KWIC INDEX PACE COORDINATORS

The information in this directory is provided to Databases and Directories Unit by the designated PACE Coordinator in each ministry. The names are listed below.

Ministry/Office	Name	Phone Number
Agriculture and Food	Bernadette Bruzzese	(519)826-4129
Attorney General	Wenndy Thompson	(705)329-6826
Cabinet Office	Monika Cosway	(416)325-7650
Chief Election Officer	Lisa Forte	(416)326-4394
Children and Youth Services	Liza Hawthorne	(416)327-4614
Citizenship and Immigration	Pat Naylor	(416)314-7711
Community and Social Services	Liza Hawthorne	(416)327-4614
Community Safety and Correctional Services	Wenndy Thompson	(705)329-6826
Consumer and Business Services	Mike Barber	(416)326-8764
Culture	Erin Ferguson	(416)212-3927
Democratic Renewal	Wenndy Thompson	(705)329-6826
Economic Development and Trade	Lynda Bond	(416)325-6759
Education	Quincy Romain	(416)326-3613
Energy	Connie Careri	(416)327-7106
Environment	Elizabeth Soares	(416)314-4071
Environmental Commissioner's Office	Cynthia Robinson	(416)325-3368
Finance	Charlaine Schwass	(905)433-5851
Francophone Affairs	Ghislain Albert	(416)325-4967
Health and Long-Term Care	Marisa Conforti	(416)327-7171
Information and Privacy Commissioner's Office	Sandra Menezes	(416)326-3918
Integrity Commissioner's Office	Claire Miller	(416)314-8983
Intergovernmental Affairs	Lynda Bond	(416)325-6759
Labour	Julie Jones	(416)326-7260
Legislative Offices	Krista von Tiesenhausen	(416)325-3598
Lieutenant Governor's Office	Vania Cecchin	(416)325-7790
Liquor Control Board of Ontario	Annette Clifford	(416)864-6954
Management Board	Cristina da Rocha	(416)327-2847
Municipal Affairs and Housing	Sherry Gonsalves	(416)585-7018
Native Affairs	Glenda Innis	(416)326-4753
Natural Resources	Sara Quade	(705)755-1416
Northern Development and Mines	Denise Anderson	(705)564-7444
Ombudsman's Office	Dean Morra	(416)586-3353
Provincial Auditor's Office	John Sciarra	(416)327-2317
Public Infrastructure Renewal	Charlaine Schwass	(905)433-5851
Tourism and Recreation	Erin Ferguson	(416)212-3927
Training, Colleges and Universities	Quincy Romain	(416)326-3613
Transportation	Vivianne Tries	(905)704-2380
Workplace Safety and Insurance Board	Mike Theodores	(416)344-4185

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NOTE TO ONTARIO GOVERNMENT EMPLOYEES: REMEMBER TO RECYCLE YOUR OLD KWIC INDEX, SEE THE FOLLOWING INSTRUCTIONS.

Ontario Government Employees Within Metro Toronto

- Remove page markers and drop in white newspaper saver bin located in common areas.

Ontario Government Employees Outside Metro Toronto

- Call your building manager to ask if the recycler accepts KWIC Index directories, and if so, how to proceed.
- If the recycler does **NOT** accept KWIC Index directories, or your building does not have a recycling program, here’s how to recycle:
 - Remove page markers,
 - pack in same cartons in which new books were received,
 - mark boxes “for recycling” and
 - send in bulk to your own ministry mailroom.

THIS DIRECTORY INCLUDES KNOWN CHANGES UP TO APRIL 20, 2004
PLEASE COMPLETE USER QUESTIONNAIRE, PAGE xi

KWIC INDEX and OTHER PUBLICATIONS

The KWIC (Key Word in Context) INDEX TO SERVICES is prepared by the Databases and Directories Unit, Access and Inquiry Services, Information and Services Branch, Ministry of Consumer and Business Services. This directory is designed to provide a “key word” reference to descriptions of the Ontario government programs and services. Specific services are listed in italics, within horizontal lines, at the end of the office description. The directory also provides the address, general inquiry number, fax number and the hours of service for each unit.

YEAR 2004

If you want to be informed of the availability of the next KWIC INDEX TO SERVICES, please email your inquiry to pace@gov.on.ca or mail this form to:

Ministry of Consumer and Business Services
Databases and Directories Unit
5th Flr
880 Bay Street
Toronto, ON M7A 1N8

Please notify me when the next edition of the KWIC INDEX TO SERVICES becomes available.

Name: _____

Address: _____

_____ Postal Code: _____

The GOVERNMENT OF ONTARIO TELEPHONE DIRECTORY, a companion reference to the KWIC INDEX, is organized by ministry, division, branch and agency. It contains some 35,000 names and telephone numbers of key government employees, including an alphabetical cross-referenced list of employee names and telephone numbers. It also contains names, addresses and phone numbers of MPPs and their constituency offices. The preliminary pages include general inquiry numbers of major government departments, Web sites, as well as Queen’s Park area maps. An index of government programs and services is printed at the back of the directory.

NOTE: *Ontario public servants requiring additional copies of the KWIC Index should contact their ministry PACE Coordinator listed on page ii.*

ACCESS TO ONTARIO GOVERNMENT PUBLICATIONS

INTERNET ORDERS

The Ontario government virtual bookstore is known as POOL (Publications Ontario On-Line). POOL is open for business 24 hours a day, 7 days a week at

www.publications.gov.on.ca

PHONE/FAX ORDERS

Toronto (416) 326-5300 **Toll free in Canada** 1-800-668-9938 **Fax** (416) 326-5317

Ottawa (613) 238-3630 **Toll free in Ontario** 1-800-268-8758 **Fax** (613) 566-2234

MAIL ORDERS

For mail orders, prepayment is required. Please make cheques or money orders payable to "Minister of Finance" and send order to either address below:

Publications Ontario
50 Grosvenor Street
Toronto, ON M7A 1N8

Access Ontario
161 Elgin St., Level 2
Ontario Courthouse Building
Ottawa, ON K2P 2K1

TTY ORDERS

Ottawa
(613) 566-2235

Toll free in Ontario
1-800-268-7095

TTY assistance is available through the Bell Canada Relay Service (BCRS)

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PERSONAL SHOPPING

Toronto
Publications Ontario Bookstore
880 Bay St.
(2 blocks north of College St.)
(416) 326-5324
M-F 8:30 am to 5:00 pm

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Access Ontario
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Ontario Courthouse Building
(613) 238-3630
M-F 8:00 am to 5:00 pm

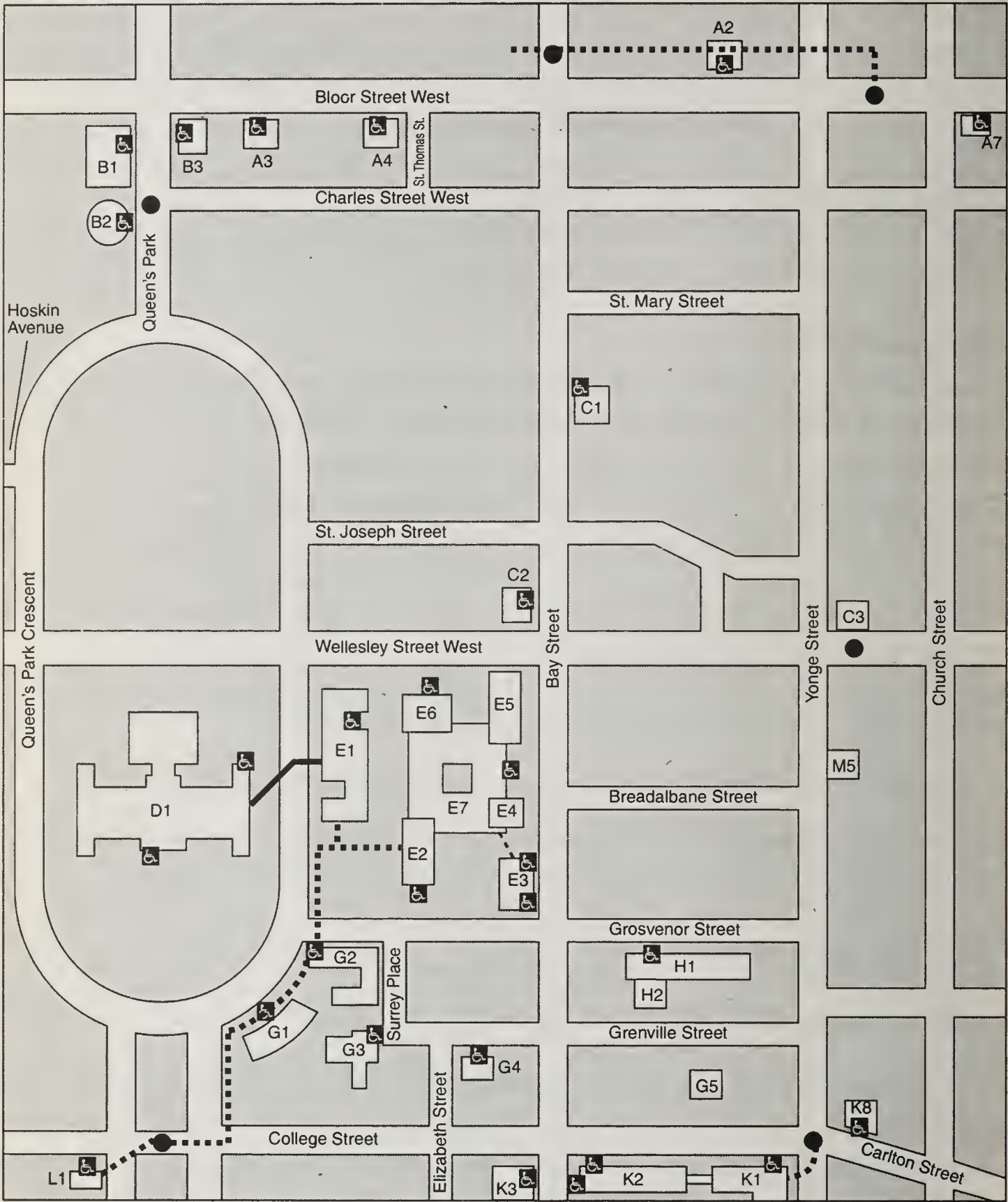
Customers can also access Publications Ontario On-Line (POOL) Service in the bookstore kiosk. The internet address is **www.publications.gov.on.ca**

LEGISLATION ON-LINE

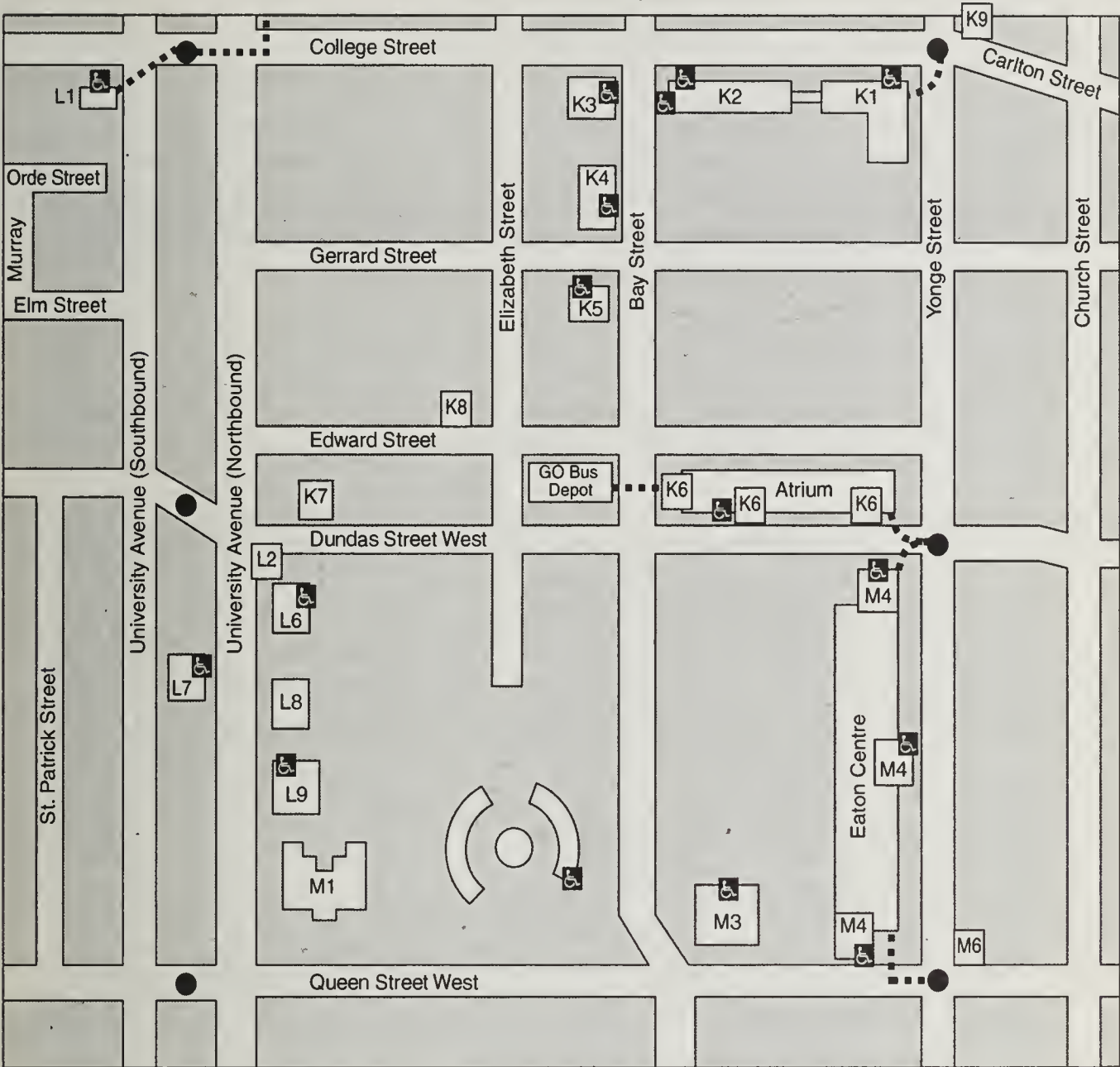
Legislation is also provided on-line through the e-Law Web site: **www.e-laws.gov.on.ca**

**American Express, MasterCard and VISA are accepted
for all purchases. Debit cards are also accepted
for in-store purchase.**

QUEEN'S PARK AREA MAP



QUEEN'S PARK AREA MAP



MAPS

Queen's Park and Vicinity KEY ● Subway ♿ Wheelchair Access — Tunnel (Entrance from first basement)
 ···· Subway tunnels

LEGEND

- | | | | |
|--|--|---|---|
| A2 - 2 Bloor St. W. | E1 - 99 Wellesley St. W. (Whitney Block) | G5 - 18 Grenville St. (Q.P. Credit Union) | K9 - 2 Carlton St. |
| A3 - 151 Bloor St. W. | E2 - 80 Grosvenor St. (Hepburn Block) | H1 - 25 Grosvenor St. (George Drew Bldg.) | L1 - 700 University Ave. |
| A4 - 101 Bloor St. W. | E3 - 880 Bay St. 50 Grosvenor St. | H2 - 26 Grenville St. (Coroner's Office) | L2 - 505 University Ave. |
| A7 - 175 Bloor St. E. | E4 - 900 Bay St. (Mowat Block) | K1 - 444 Yonge St. (Provincial and Small Claims Courts) | L6 - 439 University Ave. |
| B1 - 100 Queen's Park (Royal Ontario Museum) | E5 - 900 Bay St. (Hearst Block) | K2 - 777 Bay St. (College Park) | L7 - 400 University Ave. |
| B2 - 100 Queen's Park (Planetarium) | E6 - 77 Wellesley St. W. (Ferguson Block) | K3 - 790 Bay St. | L8 - 393 University Ave. |
| B3 - 125 Queen's Park (Q.P. Entrance) (Ombudsman Office) 157 Bloor St. W. (Bloor St. Entrance) | E7 - 900 Bay St. (Macdonald Block) | K4 - 720 Bay St. (Attorney General) | L9 - 361 University Ave. (Court House) |
| C1 - 1075 Bay St. (The Citadel) | G1 - 7 Queen's Park Cr. (Frost Building South) | K5 - 700 Bay St. (Lucliff Place) | M1 - 130 Queen St. W. (Osgoode Hall) |
| C2 - 56 Wellesley St. W. | G2 - 95 Grosvenor St. (Frost Building North) | K6 - Atrium on Bay, includes: 20 Dundas St. W. 40 Dundas St. W. 595 Bay St. | M3 - 60 Queen St. W. (Old City Hall) |
| C3 - 40 Wellesley St. E. | G3 - 2 Surrey Place | K7 - 180 Dundas St. W. | M4 - Eaton Centre: includes: 1 Dundas St. W. (North Tower) 250 Yonge St. (East Tower) 20 Queen St. W. (South Tower) |
| D1 - Legislative Building | G4 - 77 Grenville St. (Archives of Ontario) | K8 - 123 Edward St. | M5 - 415 Yonge St. |
| | | | M6 - 1 Queen St. E. |

THE ONTARIO PARLIAMENT

PARLIAMENT
(encompasses three areas
of responsibility)

LEGISLATIVE

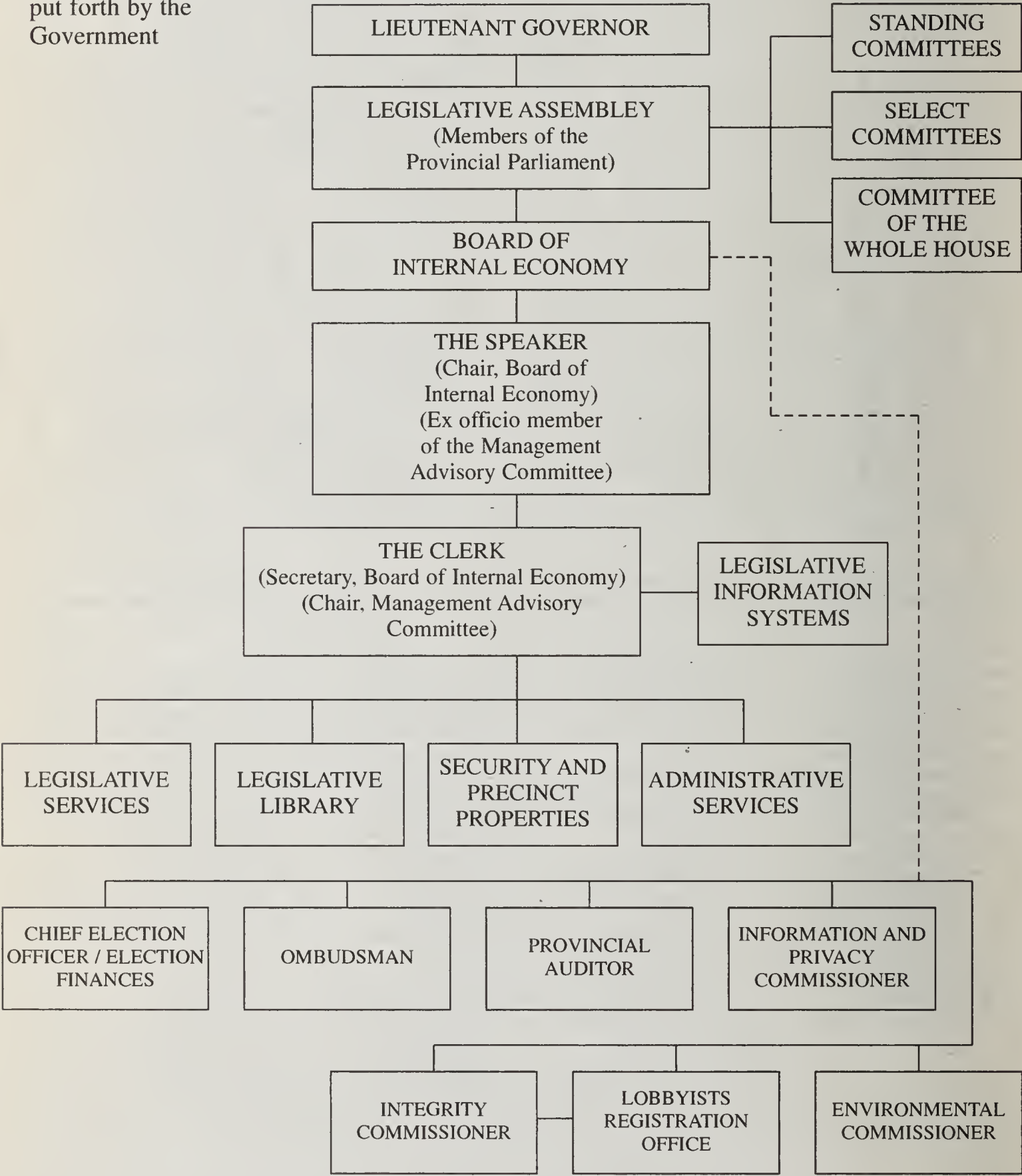
- enacts, amends and repeals legislation
- authorizes the collection and expenditure of funds
- debates the policies put forth by the Government

JUDICIARY

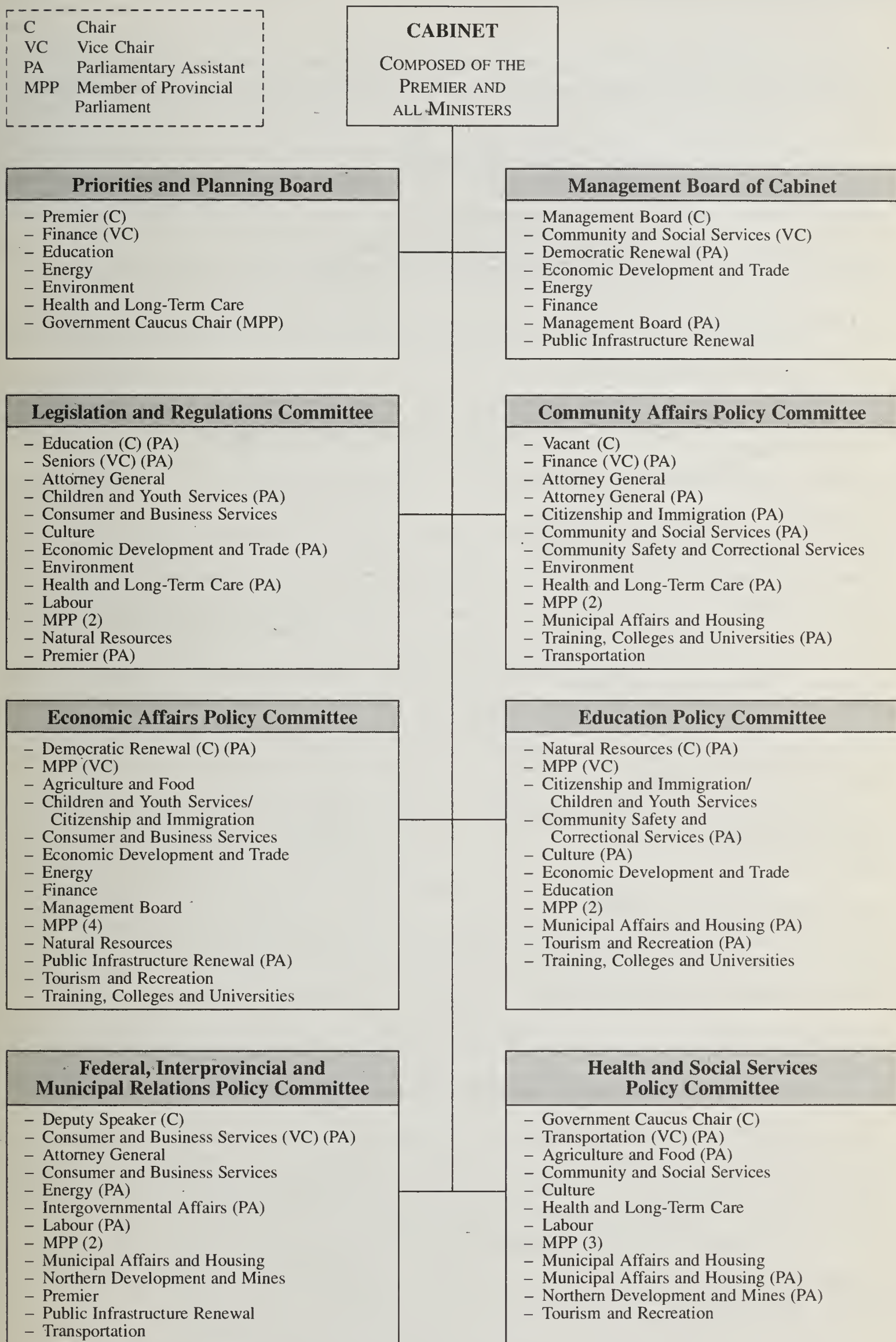
- adjudicates civil and criminal disputes through all levels of courts in the province

EXECUTIVE

- formulates government policy
- administers government programs



CABINET AND ITS COMMITTEES



I&IT ORGANIZATION AND CLUSTERS

The Office of the Corporate Chief Information Officer (CIO) provides corporate leadership for Information Management and Information Technology (I&IT) in the Ontario government. This office works with the seven Clusters to ensure that I&IT:

- is aligned with the government's business directions
- advances the government's business vision
- supports flexible, responsive, innovative public service
- enables the Ontario government to do business differently
- helps make Ontario the best place to live, work and do business

The IT Clusters are:

CENTRAL AGENCIES CLUSTER:

Cabinet Office
Management Board Secretariat
Ministry of Finance
Ministry of Public Infrastructure Renewal

COMMUNITY SERVICES CLUSTER:

Ministry of Citizenship and Immigration
Ministry of Culture
Ministry of Education
Ministry of Intergovernmental Affairs
Ministry of Municipal Affairs and Housing
Ministry of Tourism and Recreation
Ministry of Training, Colleges and Universities

ECONOMICS AND BUSINESS CLUSTER:

Ministry of Consumer and Business Services
Ministry of Economic Development and Trade
Ministry of Energy
Ministry of Labour

HUMAN SERVICES CLUSTER:

Ministry of Children and Youth Services
Ministry of Community and Social Services
Ministry of Health and Long-Term Care

JUSTICE CLUSTER:

Ministry of the Attorney General
Ministry of Community Safety and Correctional Services

LAND AND RESOURCES CLUSTER:

Ministry of Agriculture and Food
Ministry of the Environment
Ministry of Natural Resources
Ministry of Northern Development and Mines

TRANSPORTATION CLUSTER:

Ministry of Transportation

USER QUESTIONNAIRE

KWIC Index to Services, Edition 2004

Return completed questionnaire to any Ontario government office where it will be redirected.
Or, mail directly to Ministry of Consumer and Business Services, Databases and Directories,
5th Flr, 880 Bay St, Toronto, ON M7A 1N8.

This hard copy of the KWIC Index to Services, Edition 2004 is produced using information from
the Public Access Corporate Enquiry Database (PACE). Additional information is available on the
Internet and the Intranet.

Internet: www.infogo.gov.on.ca

Intranet: intra.infogo.gov.on.ca

1. Are you employed by the government of Ontario or a government related agency?

yes ☐

no ☐

2. Do you usually find the information you are seeking in this directory?

yes ☐

no ☐

more often, than not ☐

no ☐

3. Is this directory easy to use?

yes ☐

no ☐ (please explain)

4. How would you rate your overall satisfaction with this directory? Use a scale from 1 to 5.
(1 = "Excellent" and 5 = "Poor")

Excellent 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ *Poor*

5. Do you have any suggestions for improving this directory? Please explain.

6. Do you use the Internet to access KWIC Index information?

yes ☐

no ☐

I do not have Internet access ☐

If yes, do you find what you need?

yes ☐

no ☐

MINISTRY ABBREVIATIONS

Ministries are designated by the below abbreviations. These acronyms are for the purpose of this directory only and are not approved designations. Agencies, boards and commissions are listed under their parent ministry.

Abbreviation	Ministry/Agency	Abbreviation	Ministry/Agency
CAB	Cabinet Office	MCI	Citizenship and Immigration
CBS	Consumer and Business Services	MCL	Culture
CSCS	Community Safety and Correctional Services	MCYS	Children and Youth Services
CSS	Community and Social Services	MEM	Legislative Assembly (MPPs)
DEM	Democratic Renewal	MIA	Intergovernmental Affairs
ECO	Environmental Commissioner	MMAH	Municipal Affairs and Housing
EDT	Economic Development and Trade	MNR	Natural Resources
EDU	Education	MOH	Health and Long-Term Care
ENE	Environment	MTO	Transportation
ENG	Energy	MTR	Tourism and Recreation
FIN	Finance	NAT	Native Affairs
ICO	Integrity Commissioner (includes Lobbyists Registration Office)	NDM	Northern Development and Mines
IPC	Information and Privacy Commissioner	OBD	Ombudsman Ontairo
LAB	Labour	OCE	Chief Election Officer
LEG	Legislative Offices	OFA	Francophone Affairs
LTG	Lieutenant Governor's Office	OMAF	Agriculture and Food
MAG	Attorney General	OPA	Provincial Auditor
MBS	Management Board of Cabinet (includes Secretariat)	PIR	Public Infrastrucure Renewal
		TCU	Training, Colleges and Universities

KEY WORD INDEX

Pages 1-66

HOW TO USE THE KEY WORD INDEX

From the alphabetical list of key words in the KEY WORD INDEX, select the key word which relates most closely to the information you require. A ministry abbreviation and page number are printed to the right of each key word entry.

The below example illustrates how you would find information about driver examination services. Information is obtained by selecting the key word **driver** and turning to page 679 of the Ministry of Transportation information.

KEY WORD	Ministry abbreviation	Page
driver examination services, DriveTest Centres	(MTO)	679

Some key words include a substitute word or “see also” cross-reference key word to help you locate the desired information. For example if you look up the topic of motor vehicle, you are directed to “See also vehicle.” This example is printed on page 44 of this directory.

This KWIC Index is organized into the following sections:

- Pages i - xii **Introductory Information**
- Pages 1 - 66 **Key Word Index.** Refer to top of this page for explanation.
- Pages 67 - 693 **Organization Descriptions** include brief descriptions of offices, and service names where applicable. Descriptions include contact addresses and phone numbers.
- Pages 695 - 708 **Ministerial Responsibility for Acts** is an alphabetical listing of the Legislative Acts governed by each Ontario government ministry. The corresponding ministry name is printed for each Act.

NOTE: Refer to the “Blue Pages” of your public telephone directory for phone numbers of federal, provincial and municipal government services available to you in your local dialing area.

KEY WORD INDEX

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ORGANIZATION DESCRIPTIONS

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ORGANIZATION
DEPARTMENT

OFFICE OF THE LIEUTENANT GOVERNOR OF ONTARIO

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8:30 - 5:00 

The Lieutenant Governor is the representative of Her Majesty The Queen in Ontario. The Office coordinates, supports and promotes the activities of the Lieutenant Governor. In his constitutional role, the Lieutenant Governor swears-in the Executive Council, outlines the Government's plans in the Speech from the Throne, provides the Royal Assent needed for bills to become law, approves orders-in-council and appointments recommended by Cabinet, and prorogues or dissolves each session of Parliament. In his community role, the Lieutenant Governor represents the people of Ontario and acts as the Province's official host, welcoming world leaders and diplomats. He hosts or attends hundreds of community events throughout Ontario, often speaking out in support of mental health, anti-racism and aboriginal youth. He presents honours and awards to outstanding Ontarians, and on request, sends messages for special celebrations and congratulations for birthdays (>90) and wedding anniversaries (>50).

THE ONTARIO GOVERNMENT

Queen Elizabeth II is the head of State, represented in Ontario by the Lieutenant Governor.

Ontario's parliamentary system has three branches:


The Executive Branch is comprised of elected representatives. The Premier and Ministers of the Crown collectively form the Cabinet of Ontario. Ministers are responsible for policies and program delivery in 24 ministries. The government is generally formed by the political party winning a majority of seats (representatives) in an election, with the party leader becoming the Premier of Ontario.

The Legislative Branch is comprised of all elected representatives and is presided over by a Speaker. It makes, amends and repeals laws, authorizes taxes, reviews expenditure estimates, receives reports, and debates bills, motions and resolutions.

The Judicial Branch is comprised of appointed individuals who administer justice by adjudicating criminal and civil disputes in Ontario's courts.

Ontario's government is supported by the Ontario Public Service, headed by the Secretary of the Cabinet.


CABINET OFFICE

Whitney Block
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Cabinet Office functions as the Premier's ministry, providing advice and critical analysis to the Premier in support of his role as President of the Executive Council. It manages the decision-making structures of the Ontario Government, ensuring that they effectively reflect the policies and programs of the government. In addition, Cabinet Office, working with the Premier's Office, supports Cabinet and its committees in establishing an agreed upon policy agenda and overall

priorities, and works with ministries to ensure that a full range of policy options is provided to Cabinet. From time to time, Cabinet Office establishes special working groups to develop policy in areas of particular priority or which require inter-ministry coordination. Cabinet Office coordinates corporate communications and issues management processes, liaises with the Lieutenant Governor and liaises with the Government House Leader's Office on the legislative agenda.


THE CENTRE FOR LEADERSHIP AND HUMAN RESOURCE MANAGEMENT

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The Centre for Leadership and Human Resource Management is accountable for all aspects of HR management in the Ontario Public Service (OPS). It is contributing to OPS transformation and revitalization and the achievement of the government's priorities. Its mandate encompasses a broad range of functions and activities, including championing public service excellence and innovation; promoting cultural change; building pride in the OPS; improving the quality and delivery of services to the public; fostering OPS values and ethics; ensuring that the OPS has the right people, in the right place and at the right time to meet its needs and that its accomplishments are recognized throughout the world.

It fulfils the corporate employer role by supporting the Renewal and Revitalization outcomes for the OPS, by establishing clear and responsive human resources policies, programs and practices. It provides direction and support to ministry clients in the areas of human resources planning, recruitment, talent management, labour relations, learning and development, total compensation, performance management, innovation and recognition, health and safety, and contingency planning.

LEGISLATIVE OFFICES

Legislative Bldg
Queen’s Park
Toronto M7A 1A2 

LEGISLATIVE ASSEMBLY OF ONTARIO

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www.ontla.on.ca 

The **Legislative Assembly**, commonly called the House, consists of 103 **Members of Provincial Parliament (MPPs)** elected to represent the people in their constituencies. The Assembly performs legislative, financial and critical functions. It considers proposals for **legislation** or bills; enacts, amends and repeals legislation; authorizes the collection of funds from the people of Ontario; and scrutinizes the policies put forth by the government. As the presiding officer, the Speaker of the Assembly is responsible for both the policy and operations of the Legislature. The Clerk of the Assembly, in the capacity of principal permanent officer, provides the Speaker and **MPPs** with procedural advice.

QUEEN’S PARK - MEMBERS OF PROVINCIAL PARLIAMENT (MPPS)

The list below displays MPPs and their constituency names in alphabetical order, according to the constituency or riding name in bold print. Following this list is another list ordered alphabetically by the MPP’s name. That list also includes the constituency name, address, phone and fax numbers.

Brown, Mike LIB
ALGOMA - MANITOULIN

McMeekin, Ted LIB
**ANCASTER - DUNDAS -
FLAMBOROUGH - ALDERSHOT**

Tascona, Joe PC
BARRIE - SIMCOE - BRADFORD

Prue, Michael NDP
BEACHES - EAST YORK

Kular, Dr. Kuldip LIB
**BRAMALEA - GORE - MALTON -
SPRINGDALE**

Jeffrey, Linda LIB
BRAMPTON CENTRE

Dhillon, Vic LIB
BRAMPTON WEST - MISSISSAUGA

Levac, Dave LIB
BRANT

Murdoch, Bill PC
BRUCE - GREY - OWEN SOUND

Jackson, Cam PC
BURLINGTON

Martiniuk, Gerry PC
CAMBRIDGE

Hoy, Pat LIB
CHATHAM - KENT - ESSEX

Ruprecht, Tony LIB
DAVENPORT

CAPLAN, HON. DAVID LIB
DON VALLEY EAST

Wynne, Kathleen LIB
DON VALLEY WEST

Eves, Ernie PC
**DUFFERIN - PEEL - WELLINGTON -
GREY**

O’Toole, John R, PC
DURHAM

Colle, Mike LIB
EGLINTON - LAWRENCE

PETERS, HON. STEVE LIB
ELGIN - MIDDLESEX - LONDON

Hudak, Tim PC
ERIE - LINCOLN

Crozier, Bruce LIB
ESSEX

Broten, Laurel C, LIB
ETOBICOKE - LAKESHORE

Cansfield, Donna H, LIB
ETOBICOKE CENTRE

Qaadri, Dr. Shafiq LIB
ETOBICOKE NORTH

Lalonde, Jean-Marc LIB
GLENGARRY - PRESCOTT - RUSSELL

Sandals, Liz LIB
GUELPH - WELLINGTON

Barrett, Toby PC
HALDIMAND - NORFOLK - BRANT

Scott, Laurie PC
HALIBURTON - VICTORIA - BROCK

Chudleigh, Ted PC
HALTON

Horwath, Andrea NDP
HAMILTON EAST

BOUNTROGIANNI, HON. Dr. MARIE LIB
HAMILTON MOUNTAIN

Marsales, Judy LIB
HAMILTON WEST

DOMBROWSKY, HON. LEONA LIB
**HASTINGS - FRONTENAC - LENNOX
AND ADDINGTON**

Mitchell, Carol LIB
HURON - BRUCE

Hampton, Howard NDP
KENORA - RAINY RIVER

GERRETSEN, HON. JOHN LIB
KINGSTON AND THE ISLANDS

Witmer, Elizabeth PC
KITCHENER - WATERLOO

Milloy, John LIB
KITCHENER CENTRE

Van Bommel, Maria LIB
LAMBTON - KENT - MIDDLESEX

Sterling, Norman W, PC
LANARK - CARLETON

Runciman, Robert W, PC
LEEDS - GRENVILLE

Ramal, Khalil LIB
LONDON - FANSHAWE

Matthews, Deb LIB
LONDON NORTH CENTRE

BENTLEY, HON. CHRISTOPHER LIB
LONDON WEST

Wong, Tony LIB
MARKHAM

TAKHAR, HON. HARINDER LIB
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General Inquiry (519)836-4190

Fax (519)836-4191

Scott, Laurie PC

HALIBURTON - VICTORIA - BROCK

14 Lindsay St N

Lindsay K9V 1T4

General Inquiry (705)324-6654

Toll Free 1-800-424-2490 (Within Riding)

Fax (705)324-6938

Sergio, Mario LIB

YORK WEST

Unit 38, 2300 Finch Ave W

North York M9M 2Y3

General Inquiry (416)743-7272

Fax (416)743-3292


Smith, Monique M, LIB

NIPISSING

165 Main St E

North Bay P1B 1A9

General Inquiry (705)474-8340

Fax (705)474-9747 

SMITHERMAN, HON. GEORGE LIB

TORONTO CENTRE - ROSEDALE

Suite 413, 120 Carlton St

Toronto M5A 4K2

General Inquiry (416)972-7683

Fax (416)972-7686

SORBARA, HON. GREG LIB

VAUGHAN - KING - AURORA

Unit AU8, 140 Woodbridge Ave

Woodbridge L4L 4K9

General Inquiry (905)851-0440

Toll Free 1-877-880-6770 (Within Riding)

Fax (905)851-0210

Sterling, Norman W, PC


LANARK - CARLETON

Heritage Walk, Unit 5, 130 Lansdowne Ave

Carleton Place K7C 2T7

General Inquiry (613)253-1171

Toll Free 1-800-267-1020 (Within Riding)

Fax (613)253-1175 

TAKHAR, HON. HARINDER LIB

MISSISSAUGA CENTRE

Suite 203, 3050 Confederation Pkwy

Mississauga L5B 3Z6

General Inquiry (905)897-8815

Fax (905)897-8482

Tascona, Joe PC

BARRIE - SIMCOE - BRADFORD

36 Mulcaster St

Barrie L4M 3M1

General Inquiry (705)737-4242

Toll Free 1-800-461-5473 (Within Riding)

Fax (705)737-1085

Tascona, Joe PC

BARRIE-SIMCOE-BRADFORD

ALTERNATE ADDRESS

21 Holland St W

PO Box 190

Bradford L3Z 2A8

General Inquiry (905)778-0121

Toll Free 1-800-461-5473

Fax (705)737-1085

Tascona, Joe PC

BARRIE - SIMCOE - BRADFORD

ALTERNATE ADDRESS

982 Innisfil Beach Rd

Innisfil L9S 2B5

General Inquiry (705)436-5478

Toll Free 1-800-461-5473

Fax (705)737-1085

Van Bommel, Maria LIB

LAMBTON - KENT - MIDDLESEX

71C Front St W

Strathroy N7G 1X6

General Inquiry (519)245-8696

Toll Free 1-800-265-3916 (Within Riding)

Fax (519)245-8697

Van Bommel, Maria Lib

LAMBTON - KENT - MIDDLESEX

ALTERNATE ADDRESS

4156 Petrolia Line

PO Box 1450

Petrolia N0N 1R0

General Inquiry (519)882-0221

Fax (519)882-3939

Van Bommel, Maria LIB

LAMBTON-KENT-MIDDLESEX

ALTERNATE ADDRESS

Unit 6, 208 Margaret Ave

Wallaceburg N8A 2A1

General Inquiry (519)627-1015


Fax (519)627-7174

WATSON, HON. JIM LIB
OTTAWA WEST - NEPEAN
 Ste 201, 2249 Carling Ave
 Ottawa K2B 7E9
 General Inquiry (613)721-8075
 Fax (613)721-5756


Wilkinson, John LIB
PERTH - MIDDLESEX
 55 Lorne Ave E
 Stratford N5A 6S4
 General Inquiry (519)272-0660
 Toll Free 1-800-461-9701 (Within Riding)
 Fax (519)272-1064

Wilson, Jim PC
SIMCOE - GREY
 Unit 28, 180 Parsons Rd
 Alliston L9R 1E8
 General Inquiry (705)435-4087
 Fax (705)435-1051


Wilson, Jim PC
SIMCOE - GREY
ALTERNATE ADDRESS
 50 Hume St
 Collingwood L9Y 1V2
 General Inquiry (705)446-1090
 Toll Free 1-800-268-7542 (Within Riding)
 Fax (705)446-3397

Witmer, Elizabeth PC
KITCHENER - WATERLOO
 375 University Ave E
 Waterloo N2K 3M7
 General Inquiry (519)725-3477
 Fax (519)725-3667 


Wong, Tony LIB
MARKHAM
 Ste 208, 500 Alden Rd
 Markham L3R 5H5
 General Inquiry (905)305-1935
 Fax (905)305-1938

Wynne, Kathleen LIB
DON VALLEY WEST
 Suite 101, 146 Laird Dr
 Toronto M4G 3V7
 General Inquiry (416)425-6777
 Fax (416)425-0350 

Yakabuski, John PC
RENFREW - NIPISSING - PEMBROKE
 The Victoria Ctr, 84 Isabella St
 Pembroke K8A 5S5
 General Inquiry (613)735-6627
 Toll Free 1-800-267-2515 (Within Riding)
 Fax (613)735-6692


Zimmer, David LIB
WILLOWDALE
 Newtonbrook Plaza, Unit 3, 5801 Yonge St
 North York M2M 3T9
 General Inquiry (416)733-7878
 Fax (416)733-7709 

SPEAKER OF THE LEGISLATIVE ASSEMBLY

Legislative Bldg
 Rm 180, Queen's Park
 Toronto M7A 1A2
 General Inquiry (416)325-7435
 Fax (416)325-9075
www.ontla.on.ca 


As the Chief Presiding Officer, the Speaker of the Legislative Assembly is responsible for both policy and operations of the Legislative Precinct which includes the Legislative Building, its surrounding grounds and the 1st, 2nd and 3rd floors of the Whitney Block. The Speaker also chairs the Board of Internal Economy which reviews and approves operating policy for the Office of the Assembly, governs the Assembly's financial affairs, including the review of the estimates.

CLERK OF THE LEGISLATIVE ASSEMBLY

Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344
www.ontla.on.ca 


The Clerk is the chief permanent officer of the Legislative Assembly, with the rank and status of a Deputy Minister. As the principal procedural adviser and senior officer of the House, the Clerk's responsibilities include advising the Speaker and Members of the **Legislature** on questions of procedure and interpretation of the rules and practices of the House. The Clerk is also responsible for the overall direction and administration of the Legislative Assembly and is Secretary of the Board of Internal Economy. The Clerk is Secretary of the Ontario Branch of the **Commonwealth Parliamentary Association**, with responsibility for coordinating the activities of the branch and the Legislature with other Parliaments, and Secretary of the Ontario section of the *Assemblée parlementaire de la Francophonie*. The office maintains the public disclosure statements of Members of the Legislative Assembly and the Executive Council for examination by Members and the public.

CLERK'S OFFICE

Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344
www.ontla.on.ca 


The Clerk's Office supports the activities of the Clerk of the Legislative Assembly. The Clerk is the principal procedural adviser to the Speaker and Members of the Legislature and is responsible for the overall direction and administration of the Legislative Assembly.

FRENCH LANGUAGE SERVICES

Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344 

The French Language Services coordinator provides guidance and assistance relating to the effective delivery of activities and services in French for the Legislative Assembly.

LEGISLATIVE INFORMATION SYSTEMS


Whitney Block
Rm 2440, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7000
Fax (416)325-3799
www.ontla.on.ca 

Legislative Information Systems (LIS), in partnership with our clients, develops strategies for investment in information systems and provides high quality information service and support required by Members and the Office of the Assembly to achieve their business goals. The service is centered at Queen's Park and extends across the province to all constituency offices.

ADMINISTRATIVE SERVICES DIVISION


The Administrative Services Division provides administrative services to Members and staff in the areas of Financial Services, Human Resources and Purchasing & Operations.

OFFICE OF THE EXECUTIVE DIRECTOR

Whitney Block
Rm 2501, 99 Wellesley St W
Toronto M7A 1A2
Fax (416)314-5995 


The Executive Director is a senior officer of the Office of the Assembly, with responsibility for the overall administration, planning and direction of the Administrative Services Division which includes three branches: Financial Services; Human Resources and Purchasing & Operations. The Executive Director oversees the provision of all Members' salaries and expenses and all appropriations to the parties; administers the preparation, review and implementation of the estimates of the Office of the Assembly; makes policy decisions in the Financial Services, Purchasing & Operations and Human Resources areas.

FINANCIAL SERVICES

Whitney Block
Rm 2630, 99 Wellesley St W
Toronto M7A 1A6
General Inquiry (416)325-9489
Fax (416)325-9521 


Financial Services provides support to Members of the Legislative Assembly, Assembly Offices, Commissions and the parties with a variety of financial services including payment processing, accounts receivable invoicing and collections, financial analysis, development, communication and advice on financial policies and procedures. The Branch is also responsible for: coordinating the annual estimates process for all the offices that are under the jurisdiction of the Board of Internal Economy; providing internal financial reports to Members and other offices; external financial reporting including Members' Expenses and Public Accounts- both tabled annually in the House; coordinating the annual financial audit for the Office of the Assembly; providing information and support to other offices regarding Freedom of Information and Protection of Privacy Act and the Accountability for Expenses Act - Cabinet Ministers and Opposition Leaders, 2002; and coordinating the Assembly's Insurance and Corporate Credit Card Programs.

HUMAN RESOURCES

Whitney Block
Rm 2420, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3540
Fax (416)325-3573
Fax (416)325-1537 (Payroll)
8:30 - 5:00 


Human Resources offers services to the office of the Assembly staff and Commissions reporting to the Legislature, in the areas of: staffing; learning and development; payroll; staff relations and counselling; policy development and establishment of classification; compensation and benefits for offices of the Assembly. Benefits and payroll administration is also provided for MPPs and their staff, as well as staff of all parties.

PURCHASING & OPERATIONS

Whitney Block
Rm 2630, 99 Wellesley St W
Toronto M7A 1A6
General Inquiry (416)325-7222
Fax (416)325-7236
8:30 - 5:00 


Purchasing & Operations provides centralized purchasing, contract administration, mail handling, receiving, and asset management activities for the Legislative Assembly. This office also manages the Members' furniture and equipment entitlements for both Queen's Park and constituency offices through a central budget. All telecommunications requirements for both Legislative Precinct offices and constituency offices across Ontario are coordinated through this office.

FOOD SERVICES (SODEXHO ALLIANCE)

Legislative Bldg
Rm B29E, Queen's Park
Toronto M7A 1A2
(416)325-7396 (Catering and Steward Services)
(416)325-9586 (Tuck Shop - Whitney Block)
(416)325-7398 (Reservations) 


Food Services operates a dining room and cafeteria in the lower level of the **Legislative Building** as well as a Tuck Shop on the main floor of the Whitney Block. Catering services are available upon request.

TELECOMMUNICATIONS

Whitney Block
Rm 2630, 99 Wellesley St W
Toronto M7A 1A6
General Inquiry (416)325-3598 


All telecommunications requirements for Members' Queen's Park and Constituency Offices across the province, and Assembly departments are coordinated through the Telecommunications section within Purchasing and Operations.

LEGISLATIVE LIBRARY

Legislative Bldg
Queen's Park
Toronto M7A 1A9
General Inquiry (416)325-3900
(416)325-3900 (Research & Reference Inquiries for MPPs and their staff)
www.ontla.on.ca/library/libraryindex.htm
8:30 - 5:00 


Legislative **Library** Division provides **research** and information services to Members of Provincial Parliament (MPPs) and staff, officers of the Legislative Assembly, staff for all parties, and members of the Legislative Press Gallery. A research service is offered exclusively for MPPs. The library's collection includes political science, public administration, social science and legal materials; Canadian, provincial and US government publications; and major daily Ontario newspapers. Information Resources Branch compiles, edits the Ontario Government Publications Monthly Checklist and assigns International Standard Book Numbers (ISBN) and serial numbers (ISSN) to Ontario government publications.

EXECUTIVE DIRECTOR'S OFFICE

Whitney Block
Rm 1413, 99 Wellesley St W
Toronto M7A 1A9
General Inquiry (416)325-3939
Fax (416)325-3909
8:30 - 5:00 


The Executive Director's Office, Legislative Library Division, is responsible for the overall direction and administration of the division. The division consists of the Executive Director's Office, Information Resources Branch, Research and Information Services Branch.

RESEARCH AND INFORMATION SERVICES BRANCH

Legislative Bldg North Wing
3rd Flr, Queen's Park
Toronto M7A 1A9
General Inquiry (416)325-3900
TTY (416)325-3919
Fax (416)325-3925
Fax (416)325-3696
www.ontla.on.ca/library/libraryindex.htm
8:30 - 5:00 


Research and Information Services Branch provides confidential, non-partisan research and reference services to MPPs and their staff, Standing and Select Committees, staff for all parties, and officers of the Legislative Assembly. More limited reference services are also provided to members of the Legislative Press Gallery. Direct service to ministry staff and others is limited to access to those materials not available elsewhere in Toronto. The service publishes research papers, electronic briefing books and other information products geared to the interests of MPPs on the Library's Intranet site.

INFORMATION RESOURCES BRANCH

Whitney Block
Rm 2330, 99 Wellesley St W
Toronto M7A 1A9
(416)325-3901 (Circulation & News Inquiries)
(416)314-8507 (ISBN & CIP Inquiries)
TTY (416)325-3919
Fax (416)325-3925 (Circulation & News Inquiries)
Fax (416)314-8541 (ISBN & CIP Inquiries)
8:30 - 5:00 


Information Resources Branch provides circulation and news services including a print and electronic clipping service for Members and their staff. Direct service to others is limited to access to those materials not available elsewhere in the Greater Toronto area. The Collections and Acquisitions unit is responsible for the selection, acquisition and management of the collection to ensure that it meets the immediate and long-term needs of members. The branch also compiles and edits the Ontario Government **Publications** Monthly Checklist as well as assigns International Standard Book Numbers (ISBN) and serial numbers for Ontario Government Publications.

LEGISLATIVE SERVICES

Whitney Block
Rm 1405, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3502
Fax (416)325-5848
9:00 - 5:00 


The Legislative Services Division oversees the branches which are essential to the House and Committee proceedings. The division is responsible for Hansard Reporting and Interpretation Services, Broadcast and Recording Service, Interparliamentary and Public Relations Branch, Journals and Procedural Research Branch, and Committees Branch.

BROADCAST AND RECORDING SERVICE

Legislative Bldg
Rm 453, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7900
Fax (416)325-7916 


The **Broadcast** and Recording Service operates the Ontario **Legislative Television** Satellite Network (ONT.PARL.), the audio recording of House and Committee proceedings for transcription by Hansard, and the "in-house" closed circuit television system. All House proceedings are real-time captioned for the hearing impaired.

MEDIA STUDIO

Legislative Bldg
Rm 149, Queen's Park
Toronto M7A 1A2
General Inquiry (416)327-2819
Fax (416)327-3497 


The Media Studio is a fully functional television studio available for use by elected members of the Legislature.

COMMITTEES BRANCH

Whitney Block
Rm 1405, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3500 (Collect Calls Accepted)
TTY (416)325-3538
Fax (416)325-3505 


An important feature of the **Legislative Assembly** is the Committee system. Composed of Members drawn from each political party, Committees are created to study specific areas of jurisdiction or appointed on an ad hoc basis to inquire into specific issues. The Committees Branch provides procedural and administrative support to **Standing and Select Committees**, and offers advice and assistance on the drafting of motions relating to Committee business. The branch will answer questions about parliamentary procedure in Committees, matters referred to and being considered in Committees, and dates and times of Committee meetings. Callers will be referred to the offices of Committees for more detailed information on Committee matters.

HANSARD REPORTING AND INTERPRETATION SERVICES

Whitney Block
Rm 3330, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7400
(416)325-7401 (Request for Transcripts)
(416)325-3962 (Interpretation)
(416)325-7410 (Index and Reference)
Fax (416)325-7430
Fax (416)325-3967 (Interpretation)
www.ontla.on.ca 


Hansard Reporting and Interpretation Services provides substantially verbatim **transcripts** of the sittings of the **Legislature** of Ontario and its committees, publishes an official report (Hansard) and offers French and English interpretation services. Index information on Hansard for the current and past sessions of the Legislature is available. Hansard is distributed to each Member of the Provincial Parliament (MPP), the Legislative Library, public libraries, and various offices throughout the Assembly. It can also be obtained by personal shopping at the Publications Ontario Bookstore, 880 Bay St., Toronto, (416-326-5300). Draft and Final Hansards are available electronically within Queen's Park on the Legislative Assembly Intranet. Hansard reports, for both the proceedings in the Ontario Legislature and its committees, are also available on the Internet.

INTERPARLIAMENTARY AND PUBLIC RELATIONS BRANCH

Legislative Bldg
Rm 191, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7500
Fax (416)325-7489
8:30 - 5:00 

Interparliamentary and **Public Relations** provides a wide range of services to the Members of Provincial Parliament, staff of the **Legislative Assembly** and visitors to the Legislative Building. The following provides an overview of services offered by the branch: **Tours** and educational programs (bilingual); public inquiry service and tourist information; Exhibit programs for the Legislative Building; Legislative **Gift Shop** featuring Ontario products (Visa and Mastercard accepted); Health Services; Interparliamentary Relations (coordination of parliamentary associations/visiting delegations); Messenger Service for the Legislative Precinct; Legislative **Page** Program for Grade 7 and 8 **students**; Legislative Student Usher Program for university students; and co-ordination of Special Events.


JOURNALS AND PROCEDURAL RESEARCH BRANCH

Whitney Block
Rm 1407, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7350 (Collect Calls Accepted)
Fax (416)325-3534
www.ontla.on.ca 

The Journals and Procedural **Research** Branch coordinates daily publication of the Orders and Notices paper and the Votes and Proceedings. These documents are the official record of the activities of the Legislature. In addition to the Journals, the official permanent record of the Legislative Assembly's proceedings; the branch compiles and distributes a final Status of Business Report for each Session, consisting of information on **legislation**, Estimates, committee orders of reference, petitions, Sessional Papers and resolutions considered by the House. All current Sessional documents tabled in the House are retained in the branch and are available for public


inspection. The branch will also answer questions on the status of legislation (**bills**) from current and previous Sessions of the Legislature. The Procedural Research Section provides procedural research and analysis services to the Speaker, the Clerk of the House and MPPs.

SERGEANT-AT-ARMS AND PRECINCT PROPERTIES DIVISION

Legislative Bldg North Wing
Rm 411, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7445
Fax (416)325-7154 


The Sergeant-at-Arms and Precinct Properties Division is responsible for security and building management within the Legislative Precinct.

OFFICE OF THE SERGEANT-AT-ARMS

Legislative Bldg North Wing
Rm 411, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7445
(416)325-4934 (Booking Requests)
Fax (416)325-7154
8:30 - 5:00 


The Sergeant-at-Arms is responsible for security in the House and the Legislative Precinct. The Office of the Sergeant-at-Arms provides advice and responds to security issues to the Members of Provincial Parliament and the Legislative Assembly. The Sergeant-at-Arms provides ceremonial services on behalf of the Ontario Legislative Assembly.

LEGISLATIVE SECURITY SERVICE

Legislative Bldg
Rm B-7, Queen's Park
Toronto M7A 1A2
(416)325-1114 (Information & General Inquiry)
(416)325-9950 (Information & General Inquiry)
(416)325-1111 (Emergency Calls)
Fax (416)325-9912
24 Hours 


The **Legislative Security** Service provides a full range of in-house security services to the Legislative Precinct under the direction of the Sergeant-at-Arms. The Legislative Precinct represents the Main Legislative Building, its grounds, and the Whitney Block.

SECURITY SYSTEMS

Legislative Bldg North Wing
Rm 414, Queen's Park
Toronto M7A 1A2
Fax (416)325-8476
8:30 - 4:30 


Security Systems issues photo identification, manages the security cameras, electronic access to the building, locksmithing, and other security systems issues.

PRECINCT PROPERTIES BRANCH

Whitney Block
Rm 2540, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3585
Fax (416)325-3593
8:30 - 4:30 


The Precinct Properties Branch is responsible for building operations and maintenance for the Main Legislative Building, and the first three floors of the Whitney Block. The branch provides general building services which include interior design and repair services. It is also responsible for heritage conservation and a long-term program to upgrade the Legislative Building. Plans include compliance with life and fire safety and accessibility standards.

GOVERNMENT CAUCUS OFFICE

Legislative Bldg
Rm 251, Queen's Park
Toronto M7A 1A4
General Inquiry (416)325-7255 


The **Liberal Party (LIB)** currently forms the Government of Ontario. Each LIB Member of Provincial Parliament (MPP) is part of the **Government Caucus**. The Caucus deliberates policies and programs which will become part of legislation to be introduced in the Legislature. Specific committees are responsible for certain areas. The Caucus Office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. In addition, to his/her Queen's Park office, each Liberal MPP has a local constituency office to serve the needs of the people that he or she represents.

PC RESEARCH AND SERVICES

Legislative Bldg North Wing
Rm 200, Queen's Park
Toronto M7A 1A8
General Inquiry (416)325-7272
Fax (416)325-3810 


The Progressive Conservative Party (PC) currently forms the Official Opposition to the Ontario Government. Each Member of Provincial Parliament (MPP) belonging to the **PC Party** is part of the **PC Caucus**. The Caucus has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed of votes expected in the Legislature. In addition to a Queen's Park office, each MPP has a constituency office to serve the needs of the people that he or she represents.

THIRD PARTY - THE NEW DEMOCRATIC PARTY

Legislative Bldg
Rm 114, Queen's Park
Toronto M7A 1A5
General Inquiry (416)325-7116
www.ontariondp.on.ca 


Each Member of Provincial Parliament (MPP) belonging to the **New Democratic Party (NDP)** is part of the **NDP Caucus**. The Caucus office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents.

ENVIRONMENTAL COMMISSIONER OF ONTARIO

Suite 605, 1075 Bay St
 Toronto M5S 2B1
 General Inquiry (416)325-3377
 Toll Free 1-800-701-6454
 Fax (416)325-3370
www.eco.on.ca
 8:30 - 5:00 


The **Environmental** Commissioner of Ontario (ECO), an independent officer of the Legislative Assembly of Ontario, promotes the values, goals and purposes of the Environmental Bill of Rights (EBR) to improve the quality of Ontario's natural environment. The Environmental Commissioner of Ontario monitors and reports on the application of the EBR, provides **public education** to facilitate Ontario residents' participation in environmental decision-making, and reviews government accountability for environmental decision-making.

INFORMATION AND PRIVACY COMMISSIONER/ONTARIO

Suite 1400, 2 Bloor St E
 Toronto M4W 1A8
 General Inquiry (416)326-3333
 TTY (416)325-7539
 Toll Free 1-800-387-0073
 Fax (416)325-9195
www.ipc.on.ca
 8:30 - 5:00 

The Information and Privacy Commissioner (IPC) oversees the **Freedom of Information** and Protection of Privacy Act and the Municipal Freedom of Information and Protection of Privacy Act. These acts grant individuals the right of access to government-held **records** and the right to protection of personal information held by the government. The office has two prime responsibilities: ensuring the public's right of access to government-held information; and protecting the individual's right of privacy, as it relates to personal information held by provincial and local government organizations. Anyone not satisfied with a government decision about access to information may ask the IPC to review the government's decision. In addition, the IPC investigates **complaints** from individuals who feel the government has wrongfully collected, used or disclosed their personal information. The Commissioner reports directly to the Legislative Assembly.


OFFICE OF THE CHIEF ELECTION OFFICER

51 Rolark Dr
 Scarborough M1R 3B1
 General Inquiry (416)326-6300 (Elections Ontario)
 General Inquiry (416)325-9401 (Election Finances)
 TTY 1-888-292-2312
 Toll Free 1-888-668-8683 (Elections Ontario)
 Toll Free 1-866-566-9066 (Elections Finances)
 Fax (416)326-6200 (Elections Ontario)
 Fax (416)325-9466 (Election Finances)
www.electionsontario.on.ca
 8:30 - 5:00 

The Office conducts general **elections** and by-elections of Members to the **Legislative Assembly** under the Ontario Election Act and provides research, public information and policy advice relating to the electoral process. The Office also trains, directs and supervises the returning officer in each of the 103 electoral districts. The Office also administers the Election Finances Act. Over 500

Constituency Associations and 9 registered political parties must file annual returns and inform Elections Ontario of any changes to registration information. Any form filed with Elections Ontario is reviewed for compliance with the Election Finances Act. The Office has responsibility to administer referenda under the Taxpayer Protection Act. The Office services ministries, agencies and the public on a continuing basis by conducting historical and comparative research and providing policy advice and general information regarding the electoral process.

OFFICE OF THE INTEGRITY COMMISSIONER

Suite 2101, 2 Bloor St E
 Toronto M4W 1A8
 General Inquiry (416)314-8983
 Fax (416)314-8987
www.oico.on.ca
 8:30 - 5:00 


The Integrity Commissioner is responsible for ensuring all Members of the **Legislative Assembly** and Executive Council comply with the Members' Integrity Act, 1994, including the filing of Public Disclosure Statements, and the right to conduct an inquiry if there are reasonable and probable grounds to believe that the Act has been contravened. The Commissioner also has responsibility under the MPP Compensation Reform Act, (Arm's Length Process), 2001 and the Cabinet Ministers' and Opposition Leaders' Expenses Review and Accountability Act, 2002. An Annual Report is filed with the Speaker and can be viewed on our Web site. A printed copy is available from Publications Ontario, 880 Bay Street, Toronto.

LOBBYISTS REGISTRATION OFFICE

Suite 2101, 2 Bloor St E
 Toronto M4W 1A8
 General Inquiry (416)327-4053
 Fax (416)327-4017
lobbyist.oico.on.ca
 8:30 - 5:00 


Under the Lobbyists **Registration** Act, 1998, the Integrity Commissioner has delegated the responsibilities of the Registrar. The Registrar is responsible for administering the lobbyist registration process, including ensuring paid lobbyists report their lobbying of public office holders by filing a return; providing advice and information about the registration system to lobbyists, public office holders, the public and media; and ensuring public accessibility to the information contained in the lobbyists registry. An Annual Report is filed with the Speaker and can be viewed on our Web site. A printed copy is available from Publications Ontario, 880 Bay Street, Toronto.

OFFICE OF THE PROVINCIAL AUDITOR

Suite 1530, 20 Dundas St W
 PO Box 105
 Toronto M5G 2C2
 General Inquiry (416)327-2381
 Fax (416)327-9862
www.auditor.on.ca
 8:30 - 5:00 

The Office of the Provincial **Auditor** conducts independent audit examinations, reviews, and special assignments that provide assurance, objective information, recommendations or advice to the Assembly, the Standing Committee on Public Accounts or to a Minister of the Crown in right of Ontario. In doing so, the office promotes accountability and value-for-money in government operations.

OMBUDSMAN ONTARIO


125 Queens Park
Toronto M5S 2C7
General Inquiry (416)586-3300 (Access Centre)
TTY 1-866-411-4211
Toll Free 1-800-263-1830
Toll Free French 1-800-387-2620
Fax (416)586-3485
Toll Free Fax 1-866-863-2560
www.ombudsman.on.ca
8:30 - 5:00 

The **Ombudsman** investigates and resolves public **complaints** about decisions or actions made by an Ontario government ministry, board, agency, tribunal or commission. Reporting to the Legislature, the Ombudsman is independent of political ties or governmental influences. The process employed is non-adversarial and attempts to seek out mutually-satisfactory resolutions to problems. The Ombudsman administers the Ombudsman Act and presents an annual report to the Speaker of the Legislative Assembly. All complaint-related inquiries are directed through the Access Centre.

ACTS

Election Act
Election Finances Act
Legislative Assembly Act
Members' Integrity Act
Ombudsman Act
Policy and Priorities Board of Cabinet Act
Representation Act, 1996


MINISTRY OF AGRICULTURE AND FOOD

1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3100
Toll Free 1-888-466-2372
www.gov.on.ca/omaf
8:30 - 5:00 

The vision of the Ministry of Agriculture and Food (OMAF) is “a strong agri-food sector that is integral to Ontario’s economy and contributes innovative solutions to societal challenges.” The ministry works in partnership with an industry that employs more than 650,000 people, contributes more than \$30 billion annually to the provincial economy and provides sound environmental stewardship. The ministry plays a key role in bringing a strong agricultural and food industry perspective to provincial policies. OMAF also supports other ministries in resolving local economic issues and assists communities in retaining and attracting business. Staff at the ministry’s Guelph headquarters and across the province provide a wide range of agri-food programs and services.


DEPUTY MINISTER’S OFFICE

COMMUNICATIONS BRANCH

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Toll Free 1-888-466-2372
Fax (519)826-3262
www.gov.on.ca/omaf
8:30 - 5:00 


The Communications Branch supports ministry programs and policies by providing information in English and French to the media and the public through news releases, internet, television, publications and exhibits. The branch recommends communications policies for the ministry, provides communications support to the Minister and Deputy Minister and advises other branches on communications strategies.

CREATIVE SERVICES

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Toll Free 1-888-466-2372
Fax (519)826-3262
www.gov.on.ca/omaf
8:30 - 5:00 

The Creative Services unit supports the delivery of ministry information to client groups and the public. The unit provides service through program exhibits, production of corporate and program publications, a weekly television show, French language services, translation services and information delivery via the internet and intranet.

BROADCAST SERVICES

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Fax (519)826-3262
www.gov.on.ca/omaf
8:30 - 5:00 

Broadcast Services produces a weekly TV program (Town & Country Ontario) about the **agriculture** and food industry and rural communities in Ontario, as well as promotional and extension videos.

EXHIBIT SERVICES



2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Fax (519)826-3358
www.gov.on.ca/omaf
8:30 - 5:00 


Exhibit Services designs, coordinates and produces exhibits for conferences, trade shows and special events.

STRATEGIC COMMUNICATIONS

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Fax (519)826-3262
www.gov.on.ca/omaf
8:30 - 5:00 

Announcements of interest to the ministry and the ministry's client groups or the public are handled by Strategic Communications. The unit monitors current issues and offers advice and assistance in the following areas: news releases; communication plans; media relations; corporate and program publications; advertising coordination and placement.

LEGAL SERVICES BRANCH

5th Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4251
General Inquiry (519)826-4250
Fax (519)826-3385
8:30 - 5:00 

The Legal Services Branch provides general legal services to the ministry, including interpretation of statutes and regulations, drafting legislation, preparation of Orders in Council, drafting agreements and other legal documents, and offering legal opinions on a wide variety of matters. The branch also conducts prosecutions, assists in the conduct of civil litigation, represents the ministry before various tribunals and serves as counsel to a number of ministry boards.

AGRICULTURE AND RURAL DIVISION


3rd Flr, 1 Stone Rd W

Guelph N1G 4Y2

Toll Free 1-877-424-1300 (Agricultural Information Contact Centre)

Toll Free 1-800-461-6132 (Northern Ontario)

Fax (519)826-3259

8:30 - 5:00 

The Agriculture and Rural Division is responsible for programs and services to support agricultural research and, information technology transfer and to meet other critical issues facing rural Ontario such as land, air and water management. Staff work with farmers, agri-businesses, municipalities, and other partners in the agriculture and rural sectors to identify needs and opportunities, adopt new technologies and make sound business decisions.


CLIENT SERVICES

3rd Flr S, 1 Stone Rd W

Guelph N1G 4Y2

Toll Free 1-877-424-1300

Fax (519)826-3259

8:30 - 5:00 

Staff in Client Services coordinate the delivery of leading edge technical information and business services to a wide variety of clients and stakeholders across the province. Information and services are provided through: Agricultural Information Contact Centre; OMAF Web site; Resource Centres strategically located across southern Ontario and the Northern Regional Office in Verner; Regional Information Coordinators, Agricultural Representatives and Agricultural and Rural Business Specialists working in partnership with local stakeholders, agri-business and rural municipalities and businesses; and Government Information Centres located in communities across the province.

REGIONAL OFFICES

Regional offices provide the infrastructure and services needed to support program leads and specialists located across the province. Sixteen regional information coordinators work with local agricultural and rural organizations, municipalities and community leaders, to identify needs of our clients to division and program management, and ensure that ministry information products, services and resources are available to the community.

CENTRAL REGION


Wellington Pl

Fergus Resource Ctr, RR 1

Fergus N1M 2W3

General Inquiry (519)846-0941

Fax (519)846-8178

8:30 - 5:00 

In Central Region, resource centres are located in Fergus, Simcoe and Vineland Station.

FERGUS


Wellington Pl

Fergus Resource Ctr, RR1

Fergus N1M 2W3

General Inquiry (519)846-0941

Fax (519)846-8178

8:30 - 5:00 

SIMCOE


Hwy 3 & Blueline Rd

PO Box 587

Simcoe N3Y 4N5

General Inquiry (519)426-7120

Fax (519)428-1142

8:30 - 5:00 

VINELAND STATION

Advisory Services Bldg


4890 Victoria Ave N

PO Box 8000

Vineland Station L0R 2E0

General Inquiry (905)562-4147

Fax (905)562-5933

8:30 - 5:00 **EAST REGION**

ORC Government Bldg


Concession Rd

PO Box 2004

Kemptonville K0G 1J0

General Inquiry (613)258-8295

Fax (613)258-8392

8:30 - 5:00 

In the Eastern Region, resource centres are located in Alfred, Brighton, Kemptonville and Lindsay.

ALFRED


31 St Paul St

PO Box 430

Alfred K0B 1A0

General Inquiry (613)679-4411

Fax (613)679-0929

8:30 - 4:30 **BRIGHTON**


95 Dundas St

RR 3

Brighton K0K 1H0

General Inquiry (613)475-1630

Fax (613)475-3835

8:30 - 5:00 **KEMPTVILLE**

ORC Government Bldg

Concession Rd


PO Box 2004

Kemptonville K0G 1J0

General Inquiry (613)258-8295

Fax (613)258-8392 (Kemptonville)

Fax (613)432-5260 (Renfrew)


8:30 - 5:00 **LINDSAY**

322 Kent St W

Lindsay K9V 4T7

General Inquiry (705)324-6125

Fax (705)324-1638

8:30 - 4:30 **NORTH REGION**

Caldwell Township Hall Bldg


Hwy 64

PO Box 521

Verner P0H 2M0


Toll Free 1-800-461-6132

Fax (705)594-9675


8:30 - 5:00 

Agricultural activity occurs in each of the districts in Northern Ontario, consisting of Nipissing, Parry Sound, Muskoka, Manitoulin, Sudbury, Temiskaming, Cochrane, Algoma, Thunder Bay, Rainy River and Kenora. This activity is quite diverse and although dairy and beef predominate, the agricultural community consists also of poultry, market gardening, venison, maple syrup, sod, potato, greenhouse, goat, sheep, horse, cash crop, strawberry, quail, swine, honey, rabbit, cranberry, elk, bison and fish farming.

VERNER


Caldwell Township Hall Bldg
Hwy 64
PO Box 521
Verner P0H 2M0
General Inquiry (705)594-2312
Fax (705)594-9675
8:30 - 5:00 

SOUTHWEST REGION


London Resource Ctr
667 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4070
Fax (519)873-4062
8:30 - 5:00 

In the Southwest Region, resource centres are located in Ridgetown, Clinton, London, Woodstock and Stratford.


CLINTON

100 Don St
PO Box 159
Clinton N0M 1L0
General Inquiry (519)482-3333
Fax (519)482-5031
8:30 - 4:30 


LONDON

London Resource Ctr
667 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4070
Fax (519)873-4062
8:30 - 5:00 


RIDGETOWN

Main St E
PO Box 400
Ridgetown N0P 2C0
General Inquiry (519)674-1690
Fax (519)674-1564
8:30 - 5:00 


STRATFORD

581 Huron St
Stratford N5A 5T8
General Inquiry (519)271-0280
Fax (519)273-5278
8:30 - 5:00 

WOODSTOCK

Hwy 59 N
PO Box 666
Woodstock N4S 7Z5
General Inquiry (519)537-6621
Fax (519)539-5351
8:30 - 5:00 

AGRICULTURAL INFORMATION CONTACT CENTRE

4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-877-424-1300
Fax (519)826-7610
8:00 - 5:00 

Resource agents in the Agricultural Information Contact Centre respond to inquiries from farm, agri-**business** and rural business and provide access to a variety of sources of technical and business information.


Services offered to the Public:*Agricultural Information Contact Centre***CROP TECHNOLOGY**

3rd Flr SW, 1 Stone Rd W

Guelph N1G 4Y2

Toll Free 1-877-424-1300

Fax (519)826-3567

8:30 - 5:00 

Crop **Technology** manages plant science technology transfer issues, influences policy development and creates technical information for public and private advisory services across the province for use by commercial crop producers. The team focuses on field and **horticulture crops**, agroforestry, use of **pesticides** and a variety of production practices including integrated pest management. Services provided include provincial extension short courses, field days, brochures, factsheets and technical production packages, and sector problem solving. The team provides technical support for pesticide minor use registration, on-farm food safety, nutrient management, pollination and new crop development.

Services offered to the Public:*Apiary Program**Apiculture Inspection Program/Bee Inspection**Farm Soil Sample Analysis**Fertilizer Requirement Tables**Field Crops/Horticulture Technology/Horticulture Crops/Greenhouse, Agroforestry & Specialty Crops**OMAF Agriphone Numbers**Weed Control Act Program***LIVESTOCK TECHNOLOGY**


3rd Flr, 1 Stone Rd W

Guelph N1G 4Y2

Toll Free 1-877-424-1300

Fax (519)826-3567


Fax (519)826-3254

8:30 - 5:00 

Livestock Technology is responsible for dealing with issues relating to livestock and **poultry** management, and coordinates the delivery of extension programs across Ontario. The group promotes high quality livestock production through the use of on-farm quality assurance, production systems, genetics, **nutrition** and animal health improvement programs.


Services offered to the Public:*Animals for Research Act Licensing**Livestock Medicines Act Program**Livestock Programs - Beef, Dairy, Swine, Equine, Sheep, Poultry, Aquaculture and Alternative Species**Ontario Feeder Cattle Loan Guarantee Program**Ontario Livestock Medicines Education Program**Ontario Record of Performance Program for Sheep**Ontario Swine Herd Information Plan**Pounds Act**Veterinary Assistance Program for Northern Ontario Designated Areas**Veterinary Science*

NUTRIENT MANAGEMENT BRANCH

3rd Flr, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-866-242-4460
Fax (519)826-6611
8:30 - 5:00 

The **Nutrient** Management Branch in conjunction with the Ministry of Environment is responsible for the administration of the Nutrient Management Act R.S.O. 2002 and its regulations. Key program areas include nutrient management awareness, education, training and certification of farmers and agriculture operators; the review of all legislated nutrient management plans and strategies, and the provision of on-farm technical assistance and information to farmers and operators. The branch also monitors compliance with the Act and approved Nutrient Management plans.

RESOURCES MANAGEMENT


3rd Flr S, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-877-424-1300
Fax (519)826-3259
8:30 - 5:00 

Resources Management Unit promotes the wise use of rural Ontario's **land** and **water** resources. Key program areas include **engineering** and technology, **environmental** management, and municipal and planning liaison. Areas of focus include: **agriculture** policies related to land use and the Planning Act - including sitings of **buildings** (MDS1 & MDS2) and other normal farm practices; Best Management Practices and Environmental Farm Planning - including **soils** and water management; utilization of manure, sludge and other nutrients or **wastes**; and agriculture buildings, structures and equipment.

Services offered to the Public:


Agricultural Tile Drainage Installation Act
Drainage Act
Environmental Farm Plan Technical Support
Farm Implement Dealer Registration Certificate
Farm Implement Distributor Registration Certificate
Farm Implements Complaints Handling
Farming and Food Production Protection Act Program

FOOD INDUSTRY DIVISION

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4304
Fax (519)826-4416
www.gov.on.ca/omaf/
8:30 - 5:00 


The Food Industry Division serves as the single window to government for the food industry, including processors, retailers and food service. The division is responsible for ensuring the implementation of long-term food safety, regulatory and inspection strategies, expanding Ontario food and agricultural sales in export and domestic markets, and providing investment support and strategic insight to the food industry. The Food Industry Division comprises the Food Inspection Branch, Market Development Branch and Food Industry Competitiveness Branch.

ADMINISTRATIVE AND INFORMATION MANAGEMENT UNIT

5th Flr NW & SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4311
www.gov.on.ca/omaf/english/food/
8:30 - 5:00 


The Information Management Unit manages division information as well as administration and security of the CRM (client relational management) system and intra/internet Web site. The Administrative Unit provides financial, human resource and administrative program delivery support to the division.

FOOD INDUSTRY COMPETITIVENESS BRANCH

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4190
Fax (519)826-4333
www.gov.on.ca/omaf/english/food/
8:30 - 5:00 


The Food Industry Competitiveness Branch's mandate is to retain and attract investment in Ontario's food industry. The branch consists of a Client Account Unit and an Investment Development Unit and offers investment support and strategic insight to industry.

CLIENT ACCOUNT UNIT

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4190
Fax (519)826-4333
www.gov.on.ca/omaf/english/food/
8:30 - 5:00 

The Client Account Unit focuses on investment retention and expansion activities such as facilitating sector-wide approaches for development and providing information that will influence investment decisions. The unit provides information to **food** processing companies, trade associations, grocery retailers, and food service businesses on topics such as government programs related to research and development, access to capital, training and human resource issues, input and distribution suppliers, distribution channels, technical services and co-packing opportunities.

INVESTMENT DEVELOPMENT UNIT


5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4190
Fax (519)826-4333
www.gov.on.ca/omaf/english/food/
8:30 - 5:00 

The **Investment** Development unit supports existing and new value added food processing client investment needs, providing expertise in the areas of research, training, regulations, innovation, infrastructure and marketing. The unit also works with site selectors and municipalities in securing appropriate sites in Ontario.

Services offered to the Public:


Open to the World - Video & CD-ROM -

FOOD INSPECTION BRANCH

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
www.gov.on.ca/omaf/english/food/
8:30 - 5:00 

The **Food Inspection** Branch monitors compliance with legislated **standards** for meat and livestock products, dairy, dairy analogs, **fruits** and **vegetables**, and eggs, by providing inspection services at processing facilities and other points of marketing and distribution. It is responsible for establishing food safety standards and working with other ministries and agencies with food safety mandates to provide a strong seamless food inspection environment in Ontario. The branch collaborates closely with other branches of OMAF, with the Ministry of Health and Long-Term Care (MOHLTC) and with the Canadian Food Inspection Agency (CFIA) to support farm-to-fork food safety. The branch also evaluates financial responsibility of applicants and issues licenses under the Beef Cattle Financial Protection Program.

DAIRY FOOD SAFETY PROGRAM


5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4180
Fax (519)826-4375
www.gov.on.ca/omaf/english/food/
8:30 - 5:00 

The **Dairy Food Safety** Program (DFSP) ensures compliance with regulations and policies governing the production, processing, and distribution of safe, high quality **milk** and milk products manufactured in Ontario through various government and industry partnerships and a comprehensive regulatory based field to fork approach. The unit delivers a licensing program, **certification** programs for Bulk Tank Milk Graders and Plant Milk and Cream Graders, as well as complete laboratory services for both monitoring and investigation of raw milk and finished products, to support the Raw Milk Quality Program and the Plant and Distribution Audit/**Inspection** Program.

Services offered to the Public:


*Dairy Plant Audit Program, Distributor Inspections, Licensing and Certificates
Raw Milk Quality Program*

FOODS OF PLANT ORIGIN

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4180
Fax (519)826-4375
www.gov.on.ca/omaf/english/food/
8:30 - 5:00 

The Foods of Plant Origin unit is responsible for the development and implementation of **food safety** and quality **standards** and programs for foods of plant origin.

MEAT INSPECTION OPERATIONS

5th Flr NW, 1 Stone Rd W
 Guelph N1G 4Y2
 General Inquiry (519)826-4230
 Fax (519)826-4375
www.gov.on.ca/omaf/english/food/
 8:30 - 5:00 

Meat **Inspection** Operations assigns and schedules inspection hours and delivers continuous **meat** inspection services to approximately 200 licenced abattoirs during all slaughter operations. Meat inspection services include monitoring plant operational practices, conducting ante- and post-mortem inspections of animals and carcasses, inspecting further processing operations (i.e. cutting, boning, production of ready-to-eat meats), collecting and submitting laboratory samples and reporting plant and inspection statistical data.

AREA 1, KEMPTVILLE
 ORC Bldg
 12766 Concession Rd
 PO Box 2004
Kemptville K0G 1J0
 General Inquiry (519)826-4230

AREA 2, LINDSAY
 322 Kent St W
Lindsay K9V 4T7
 General Inquiry (519)826-4230

AREA 3, MIDHURST
 2284 Nursery Rd
Midhurst L0L 1X0
 General Inquiry (519)826-4230

AREA 4, GUELPH
 5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
 General Inquiry (519)826-4230


AREA 5, GUELPH NORTH
 5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
 General Inquiry (519)826-4230

AREA 6, VINELAND
 4890 Victoria Ave N
 PO Box 8000
Vineland L0R 2E0
 General Inquiry (519)826-4230

AREA 7, ERIE
 Hwy 59 N
 PO Box 666
Woodstock N4S 7Z5
 General Inquiry (519)826-4230


AREA 8, RIDGETOWN
 Animal Science Bldg
 120 Main St E
Ridgetown N0P 2C0
 General Inquiry (519)826-4230

ONTARIO BEEF CATTLE FINANCIAL PROTECTION PROGRAM

5th Flr NW, 1 Stone Rd W
 Guelph N1G 4Y2
 General Inquiry (519)826-3886
 Fax (519)826-4375
www.gov.on.ca/omaf/english/food/other/
 8:30 - 5:00 


The Ontario **Beef Cattle Financial Protection** Program requires beef dealers to be licensed in Ontario in order to purchase beef cattle or carcasses sold on a rail grade basis. The program provides financial protection to the seller, i.e. producers, sales barn operators and county dealers, on the sale of beef.

POLICY AND AUDIT SERVICES

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
www.gov.on.ca/omaf/english/food
8:30 - 5:00 


The Meat Inspection Policy and Audit Services unit administers and assists in monitoring compliance with, the following Acts: Meat Inspection Act; **Livestock** Community Sales Act; Livestock and Livestock Products Act; **Beef** Cattle Marketing Act; Farm Products Grades and Sales Act; and the Dead Animal Disposal Act. This activity contributes to ensuring the **safety** of meat, the health and humane treatment of livestock marketed, the protection of producers' and consumers' interests with respect to the meat industry and proper disposal of deadstock. In addition, **veterinary** inspection services are provided for abattoirs and sales barns.

SCIENCE AND ADVISORY UNIT

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
8:30 - 5:00 


The Science and Advisory unit provides scientific, information management and compliance support to Food Inspection Branch programs, and advisory services on food safety issues and intervention programs, such as HACCP, to internal and external clients, such as food industry associations.

MARKET DEVELOPMENT BRANCH

5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3460
www.gov.on.ca/omaf/english/food/
8:30 - 5:00 


The Market Development Branch is responsible for the development and expansion of international markets for Ontario agri-food products and for the Foodland Ontario program which promotes domestic consumption of Ontario grown **fruits** and **vegetables**. The branch consists of two units, the Domestic Marketing Unit and the Export Marketing Unit.

DOMESTIC MARKETING UNIT

5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3460
www.foodland.gov.on.ca
8:30 - 5:00 

The Domestic Marketing Unit delivers the Foodland Ontario program, a consumer communication and promotion program focused on increasing the sale and consumption of Ontario grown **fruits** and **vegetables**. It includes brand services, retail services and client services.

EXPORT MARKETING UNIT


5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3460
www.gov.on.ca/omaf/english/food/export
8:30 - 5:00 

The **Export** Marketing Unit assists Ontario agri-food companies to develop export sales in the United States and internationally, through **trade** promotion programs, export missions, incoming trade delegations and the provision of market intelligence to Ontario producers and processors. The unit is made up of Export Marketing Officers with sector responsibilities, who work with exporting companies and assist those wishing to become export ready. Other Export Marketing Officers have responsibilities for geographic areas such as Asia and Europe. A Supervisor of Marketing Communications, Events Coordination and Research, a Client Information Officer and an Export Marketing Assistant complement the unit.

Services offered to the Public:


Agri-Food Exporter Newsletter
Exporting Food to the USA
PROFIT Food Export Seminar
STREET SMART

POLICY AND FARM FINANCE DIVISION

2nd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4020
Fax (519)826-3492
8:30 - 5:00 


The Policy and Farm Finance Division is responsible for the ministry's policy processes, the administration and delivery of several farm business risk management programs and the management of the ministry's strategic partnership with AGRICORP.

FOOD SAFETY POLICY BRANCH

2nd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4020
Fax (519)826-3492
8:30 - 5:00 

Food Safety Policy Branch oversees the review and development of a field-to-fork, science-based systems approach for food safety in Ontario. This involves working with sister ministries, Ministry of Health and Long-Term Care, Ministry of Natural Resources and public health units, as well as industry and consumers.

POLICY AND PROGRAMS BRANCH

2nd Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3764 (Guelph)
Fax (519)826-3492
8:30 - 5:00 

The Policy and Programs Branch coordinates and analyzes **agriculture** and food policy developments. The branch also gathers and publishes a wide range of agricultural **statistics** and monitors **economic developments** in the industries supplying input to agriculture, industries

processing farm commodities and the sectors delivering commodities to consumers. The branch administers various provincial assistance programs including the Farmlands Property Class Tax, Ontario Farm Income Disaster Program and Livestock Damage Program.

Services offered to the Public:

Bear Damage to Livestock Compensation Program

Commodity Loan Guarantee Program

Feeder Cattle Loan Guarantee Program

Livestock Poultry and Honey Bee Protection Act -Part II - Damage to Honey Bee Colonies by Bears Compensation Program

Livestock, Poultry and Honey Bee Protection Act - Part I: Wolf/Coyote Predation Program

Rabies Indemnification Program

Rural Loan Pool

BOVINE SPONGIFORM ENCEPHALOPATHY (BSE)


4th Flr, 1 Stone Rd W

Guelph N1G 4Y2

Toll Free 1-877-838-5144

Fax (519)826-4971

<http://www.gov.on.ca/OMAFRA/english/policy/bserp/index.html>

7:30 - 5:00 

The Ontario Ministry of Agriculture and Food (OMAF) delivers compensation to producers affected by **bovine spongiform encephalopathy** (BSE) through a variety of programs and initiatives. The primary focus of these programs is to facilitate the continued viability of the Ontario industry and to maximize producer returns from the marketplace.


CANADIAN AGRICULTURAL INCOME STABILIZATION (CAIS)

4th Flr, 1 Stone Rd W

Guelph N1G 4Y2

Toll Free 1-877-838-5144

Fax (519)826-4334

7:30 - 5:00 

The Canadian Agricultural **Income** Stabilization (CAIS) program is part of the Business Risk Management pillar of the Agricultural Policy Framework. The CAIS program is designed to stabilize **farm** income, by allowing Ontario farmers to protect their operations from large and small income declines.

ONTARIO FARM INCOME DISASTER PROGRAM (OFIDP)


4th Flr NW, 1 Stone Rd W

Guelph N1G 4Y2

Toll Free 1-877-838-5144

Fax (519)826-4334

www.gov.on.ca/omaf/english/policy/ofidp

7:30 - 5:00 

The Ontario Farm Income **Disaster** Program (OFIDP) was a three-year federal-provincial initiative that began in 2000, administered by the province for Ontario farmers in conjunction with the Canadian Farm Income Program, OFIDP has been replaced with the Canadian Agricultural Income Stabilization (CAIS) program.

Services offered to the Public:*Ontario Farm Income Disaster Program (OFIDP)*


POLICY ANALYSIS UNIT

2nd Flr SE, 1 Stone Rd W

Guelph N1G 4Y2

General Inquiry (519)826-3764

Fax (519)826-3492

8:30 - 5:00 

The Policy Analysis Unit deals with a wide range of issues, such as life science, trade policy, climate change, and federal-provincial relations. In addition, some unit staff are responsible for dealing with policy issues related to a specific sector of the agri-food industry, such as grape and wine sector.

PROGRAM POLICY


2nd Flr SE, 1 Stone Rd W

Guelph N1G 4Y2

General Inquiry (519)826-3764

Toll Free French 1-800-333-9723

Fax (519)826-3170

8:30 - 5:00 

The Program Policy unit provides policy analysis and support for programs such as the Canada Agricultural Income Stabilization Program (CAIS), Production Insurance, Companion Programs under the APF, and Farm **Business** Registration. The unit also provides policy analysis and program delivery related to programs such as Farm Property Class Tax, **Livestock Damage** Programs and a number of farm **loan** programs. As well, the unit is responsible for managing the ministry's relationship with AGRICORP, its key program delivery partner.

Services offered to the Public:*Farm Property Class Tax Rate Program*


FARM PROPERTY CLASS TAX RATE PROGRAM

2nd Flr SE, 1 Stone Rd W

Guelph N1G 4Y2

Toll Free 1-800-469-2285

Toll Free French 1-800-333-9723

8:30 - 5:00 

Under provincial **property tax** reform, farm properties satisfying the eligibility requirements are identified in the Farm Property Class Tax Program and taxed at 25% of the municipal residential tax rate.


RESEARCH AND CORPORATE SERVICES DIVISION

2nd Flr NW, 1 Stone Rd W

Guelph N1G 4Y2

General Inquiry (519)826-4551


Fax (519)826-3390

8:30 - 5:00 

The Research and Corporate Services Division provides financial and human resources advice and expertise to ministry staff; develops functional administrative and human resources policies and


procedures in conjunction with each ministry branch, and helps to introduce policies and ensure they are being followed; provides financial planning and audit services; administers information technology; provides accommodation and central administrative services and maintains contacts with central government agencies. The division also coordinates policy in the areas of agriculture and food research, education and laboratory services. The division administers the Enhanced Partnership Agreement between OMAF and the University of Guelph and provides administrative support to the Agricultural Research Institute of Ontario.

FINANCIAL MANAGEMENT BRANCH

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4150
Fax (519)826-3264
8:30 - 5:00 


The Financial Management Branch provides financial and management support for business planning and estimates preparation; preparation and management of budget requests; financial management and accountability processes; liaison with Management Board of Cabinet and other ministries on financial and administrative matters; the preparation of monthly and ad hoc financial reports, analysis of expenditures, monitoring of budgets, preparation of in-year budget adjustments and control of ministry appropriations; program evaluation; and financial processing support, reconciliation, controllership aid, quality assurance, financial training, and policy coordination.

HUMAN RESOURCES BRANCH

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4140
Fax (519)826-3160
8:30 - 5:00 


The Human Resources Branch provides strategic and operational advice and innovative recommendations to senior and line management in support of sound human resources management practices within the ministry. The branch serves as the primary liaison with specialists at: Management Board Secretariat, Centre For Leadership, Shared Services Bureau, and with external resources.

INNOVATION AND RISK MANAGEMENT BRANCH

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4554
Fax (519)826-4211
8:30 - 5:00 

The Innovation and Risk Management Branch (IRMB) coordinates policy and funding for **agriculture** and food **research** along with education and **laboratory** services. IRMB administers the OMAF Agreement with the University of Guelph, provides administrative support to the Agricultural Research Institute of Ontario and provides support to the ministry in methods of epidemiology and risk assessment, and coordinates agri-food emergency management.

EMERGENCY SITUATION RESPONSE TEAM


2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4175
(519)763-6778 (After Hours)
Fax (519)767-6300
24 Hours 

The **Emergency Situation Response Team** coordinates the ministry's emergency response for **food safety** and **agriculture** issues on a 24 hour basis.

Services offered to the Public:


Emergency Response

INNOVATION UNIT

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4554
Fax (519)826-4211
8:30 - 5:00 


The Innovation Unit administers the ministry's research programs including the OMAF research performed at the University of Guelph, and competitive research programs.

RISK MANAGEMENT UNIT

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4554
Fax (519)826-4211
8:30 - 5:00 


The Risk Management Unit in partnership with other sections of the ministry and the University of Guelph, contributes to the managing of risks to the public by: providing guidance and support to other sections of the ministry on methods of **epidemiology** and risk assessment; administering the Food Safety Research Program; coordinating agri-food emergency preparedness and response; and managing the food safety and animal health laboratory components of the partnership between the ministry and the University of Guelph.

INTERNAL AUDIT SERVICES

2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3778
Fax (519)826-3776
8:30 - 5:00 


Internal audit services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor in the Internal Audit Division.

LAND AND RESOURCES CLUSTER, INFORMATION TECHNOLOGY MANAGEMENT BRANCH

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4200
Fax (519)826-3447
8:30 - 5:00 


In concert with corporate and cluster organizations, Land and Resources Cluster, Information and Technology Management Branch provides advice, planning, acquisition, maintenance and support, project and vendor management for automated business solutions. Furthermore, the branch provides help desk, desktop support, infrastructure operations (networks, servers, e-mail, web) and computer security.

SERVICE MANAGEMENT BRANCH

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-4543
8:30 - 5:00 

The Service Management Branch manages the ministry's service agreements, facilities management, telecommunications, internal emergency planning, and administers the Freedom of Information and Protection of Privacy Act. The branch also coordinates administrative corporate projects including business continuity planning, corporate quality standards and overall business improvements for the ministry.

CORPORATE PROJECTS AND FREEDOM OF INFORMATION


2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Toll Free 1-888-466-2372
Fax (519)826-4543
8:30 - 5:00 

The Corporate Projects and Freedom of Information unit administers the Freedom of Information and Protection of Privacy Act for the Ministry of Agriculture and Food and its affiliated agencies. This unit helps members of the public make requests for information and answers inquiries about privacy matters. The unit also coordinates quality service initiatives, manages service agreements with the Shared Services Bureau and coordinates ministry participation in other corporate projects, such as INFO-GO.

Services offered to the Public:

Freedom of Information and Protection of Privacy


FACILITIES MANAGEMENT SERVICES

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-4543
8:30 - 5:00 

Facilities Management Services provides accommodation and fleet management for the ministry. Through contractors and Ontario Realty Corporation, Facilities Management Services is

responsible for space, property and lease management, security policy, capital planning, fleet, staff relocations, and asset management for the ministry.


TELECOMMUNICATIONS AND IT SERVICES MANAGEMENT

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-4543
8:30 - 5:00 

The Telecommunications and IT Services Management unit coordinates ministry telephone and telecommunications systems. The unit manages contracts and service agreements with service providers, and ensures the development of policies and processes for the effective delivery of telecommunication services to ministry staff. The unit also coordinates the Ministry internal emergency plan.

AGENCIES, BOARDS AND COMMISSIONS

AGRICORP


3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
Toll Free 1-888-247-4999
Fax (519)826-4118
www.agricorp.com
8:00 - 5:00 

AGRICORP provides relevant products for a changing industry with the mandate to be the provider of specialized agricultural risk management and verification products that enhance the profitability of its customers.

Services offered to the Public:


AGRICORP Board

AGRICORP BOARD

3th Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry 1-888-247-4999
Fax (519)826-4118
www.agricorp.com
8:00 - 5:00 


The AGRICORP Board identifies strategic policy issues for AGRICORP, makes policy decisions, ensures that policies and reporting are being implemented effectively and liaises with the Ministry of Agriculture and Food.

BUSINESS DEVELOPMENT DIVISION

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
www.agricorp.com/services.asp
8:00 - 5:00 


The Business Development Division provides innovative business solutions for Ontario's agriculture and food industry.

QUALITY AND AUDIT SERVICES

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
Toll Free 1-888-247-4999
Fax (519)324-0874
www.agricorp.com
8:30 - 5:00 


Quality and Audit Services provides quality consulting services to the **food** processing industry, marketing boards and agencies with respect to compliance with a variety of industry **standards** on food grades, processes and regulatory compliance. Quality **inspection**, grading and verification services are developed, implemented and delivered on behalf of a wide variety of clients in the agriculture and food industry.

VERIFICATION SERVICES

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
Toll Free 1-888-247-4999
www.agricorp.com 

The Verification Services unit is responsible for the development and delivery of business solutions.

FINANCE AND ADMINISTRATION


3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00 

The Finance and Administration Division is responsible for the corporation's banking, accounts receivable/payable, financial reporting and investment management; all corporate human resource needs, including recruitment, staffing, training and payroll services, administrative services, and records retention.

Services offered to the Public:


Annual Report

ADMINISTRATIVE SERVICES

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
www.agricorp.com
8:00 - 5:00 


Provides administrative services to the organization, the Board of Directors and its committees. The unit also manages Freedom of Information requests, records retention and coordinates customer disputes for the programs delivered by AGRICORP.

FINANCE

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
Toll Free 1-888-247-4999
8:00 - 5:00 


The Finance Unit ensures that proper business expense policies and procedures are in place and followed. The unit is also accountable for the corporate budget and fiscal management reporting.

INFORMATION TECHNOLOGY

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00 


Information Technology division supports AGRICORP's business processes through the Freedom of Information and Protection of Privacy Act and the development and maintenance of all application systems, associated hardware, network and database infrastructures, desktop productivity, decision support tools, I/T program management, and quality assurance and standards.

I/T PROJECT OFFICE

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00 


The I/T Project Office unit is responsible for the management of all I/T projects.

QUALITY ASSURANCE AND STANDARDS

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00 


The Quality Assurance and Standards group is responsible for the corporation's user acceptance testing, quality control and information technology standards.

SYSTEM DEVELOPMENT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00 


The System Development unit is responsible for the corporation's application support and mainframe application development.

TECHNICAL SERVICES GROUP

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00 

The Technical Services Group is responsible for the corporation's hardware, software, mainframe, client server, network and mainframe operations.

OFFICE OF STRATEGIC COORDINATION

3rd Flr NW, 1 Stone Rd
PO Box 3660 Stn Central
Guelph N1H 8M4
Toll Free 1-888-247-4999
www.agricorp.com 


The Office of Strategic Coordination unit is responsible for corporate strategic and operational planning and reporting coordination, corporate marketing and communications, and Corporate Secretary to the Board.

PUBLIC RELATIONS AND COMMUNICATIONS

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
www.agricorp.com
8:00 - 5:00 


AGRICORP uses multiple approaches to marketing communications and public relations in the agri-food industry, including print, radio and TV; targeted direct mail campaigns; event and tradeshow planning and participation; point of sales promotion; customer survey development and delivery (in-house and third-party); and web-based communications.

OPERATIONS DIVISION

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
www.agricorp.com
8:00 - 5:00 


The Operations Division is responsible for the delivery, effective customer service and administration of several programs including Crop Insurance, Advanced Payments Program, Market Revenue, Farm Business Registration, (Grain) Financial Protection Services and the Dairy Farmers of Ontario Credit Program.

BUSINESS RISK MANAGEMENT PROGRAMS

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry 1-888-249-4999
Fax (519)826-4118
www.agricorp.com
8:00 - 5:00 


The Business Risk Management Programs is responsible for coordinating the effective improvement and delivery of business risk management programs which include Market Revenue, Crop Insurance, Dairy Credit, Farm Business Registration, Advanced Payments Program and Grain Financial Protection.

CUSTOMER ACTION CENTRE

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999 (Call Centre)
Fax (519)826-4118
www.agricorp.com
7:00 - 5:00 


AGRICORP's Customer Action Centre answers customer questions and enquiries, by telephone and on-line.

CUSTOMER SERVICE DEPARTMENT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00 

The Customer Service Department is AGRICORP's link to the **farm** gate and also provides customer service, program education and enrolment, field investigation, and claims approval through a province-wide network of adjusters and yield evaluators.

GRAIN LICENSING AND INSPECTION UNIT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-3367
www.agricorp.com
8:00 - 5:00 

The **Grain Licensing** and **Inspection** Unit administers the Grain Financial Protection Program, including the licensing and inspection of grain elevators and grain dealers and provides administrative support to the Grain Financial Protection Board. The unit administers the **Dairy** Farmers of Ontario Credit program, including third party analysis of Ontario dairy processors on behalf of the Dairy Farmers of Ontario.

Services offered to the Public:*Dairy Farmers of Ontario (DFO) Credit Program**Grain Dealer Licensing and Financial Protection Program**Grain Elevator Operator Licensing & Financial Protection Program**Grain Financial Protection Board*


PROGRAM IMPLEMENTATION

3rd Flr NW, 1 Stone Rd W

Guelph N1G 4Y2

Toll Free 1-888-247-4999

Fax (519)826-4118

8:00 - 5:00 

The Program Implementation unit is responsible for program support including printing, mailing and data management


RESEARCH AND DEVELOPMENT

3rd Flr NW, 1 Stone Rd W

Guelph N1G 4Y2

Toll Free 1-888-247-4999

Fax (519)826-4118

www.agricorp.com/crop.asp8:00 - 5:00 

The division is responsible for the research and development of business risk management, program compliance and product development.

Services offered to the Public:*Crop Insurance Program**Market Revenue Insurance (Agriculture)*


RESEARCH AND DEVELOPMENT

3rd Flr NW, 1 Stone Rd W

Guelph N1G 4Y2

Toll Free 1-888-247-4999

Fax (519)826-4118

www.agricorp.com8:00 - 5:00 

Research and Development provides product innovation support, enhancements and maintenance for existing AGRICORP programs, and input and analysis for new initiatives based on strategic objectives of AGRICORP.


AGRICULTURAL RESEARCH INSTITUTE OF ONTARIO

2nd Flr NW, 1 Stone Rd W

Guelph N1G 4Y2

General Inquiry (519)826-4199

Fax (519)826-4211

8:30 - 5:00 

The Agricultural **Research** Institute of Ontario (ARIO) is an agency of the Ministry of **Agriculture** and Food. The role of ARIO is to enquire into programs of research with respect to agriculture, **veterinary** medicine and consumer studies; select and recommend areas of research for the betterment of agriculture, veterinary medicine and consumer studies; and stimulate interest in

research as a means of developing a high degree of efficiency in the production and marketing of agricultural products in Ontario.

AGRICULTURE, FOOD AND RURAL AFFAIRS APPEAL TRIBUNAL


1st Flr NW, 1 Stone Rd W

Guelph N1G 4Y2

General Inquiry (519)826-3433

Fax (519)826-4232

www.gov.on.ca/omaf/english/tribunal/

8:30 - 5:00 

The **Agriculture**, Food and Rural Affairs **Appeal** Tribunal (AFRAAT) deals with appeals heard under a variety of agriculture-related legislation, including the **Farm** Products Marketing Act; the **Milk** Act; the **Drainage** Act, and the Farm **Registration** and Farm Organizations Funding Act. The Tribunal also resolves disputes over adjustments of loss on crop **insurance** contracts and disputes regarding the sale, repair and safety of farm machinery. It is also a **Licence** Review Board for Acts administered by OMAF. It hears matters related to the conduct of members of commodity boards.

Services offered to the Public:

Appeal Process

BOARD OF NEGOTIATION


1st Flr NW, 1 Stone Rd W

Guelph N1G 4Y2

General Inquiry (519)826-3433

Fax (519)826-4232

www.gov.on.ca/omaf/english/tribunal/

8:30 - 5:00 

The Board of Negotiation negotiates **claims** concerning **contaminant damage** to **property**. Under the **Environmental** Protection Act (EPA), an investigation may determine that the damage or injury to vegetation or **livestock** is caused by a contaminant and that the injury will result in economic loss. If this is the case and the parties involved are unable to come to an agreement on damages, the Board of Negotiation can be called upon to help negotiate a settlement.


COLLEGE OF VETERINARIANS OF ONTARIO

3rd Flr NE, 1 Stone Rd W

Guelph N1G 4Y2


General Inquiry (519)826-3127

Fax (519)826-3254

8:30 - 5:00 


The College of **Veterinarians** of Ontario ensures compliance with the regulations under the Veterinarians Act (OMAF) to regulate the practice of veterinarian **medicine** and govern its members.

GRAIN FINANCIAL PROTECTION BOARD

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry (519)826-3570
8:30 - 5:00 


The **Grain Financial Protection** Board collects fees and administers three commodity funds for producers of grain corn, soybeans and canola. The Board also approves **claims** made against the fund set up under the Grain Financial Protection Program (Farm Products Payments Act, R.S.O. 1990; O. Reg. 651/94).

LIVESTOCK FINANCIAL PROTECTION BOARD

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3886
Fax (519)826-4375
8:30 - 5:00 


The **Livestock Financial Protection** Board collects fees, administers the fund and approves **claims** made against the fund set up under the Ontario Beef Cattle Financial Protection Program (Farm Products Payments Act, R.S.O. 1990; O. Reg. 560/93).

LIVESTOCK MEDICINES ADVISORY COMMITTEE

3rd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4110
Fax (519)826-3254
8:30 - 5:00 

The **Livestock Medicines** Advisory Committee reviews all legislation and regulations pertaining to livestock medicines. The committee makes recommendations to the Minister on the sale, control, regulation and description of livestock medicines, as well as proper maintenance, handling and storage **standards**.

NORMAL FARM PRACTICES PROTECTION BOARD


3rd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3549
Fax (519)826-3254
8:30 - 5:00 

The **Normal Farm** Practices Protection Board, established under the Farming and Food Protection Act, hears **complaints** and defines "normal farm practices."

Services offered to the Public:

Normal Farm Practices Protection Board

ONTARIO FARM PRODUCTS MARKETING COMMISSION


5th Flr SW, 1 Stone Rd W
 Guelph N1G 4Y2
 General Inquiry (519)826-4220
 Fax (519)826-3400
 8:30 - 5:00 

The Ontario **Farm** Products Marketing Commission administers the Farm Products Marketing Act and the **Milk** Act. Responsibilities include supervising the marketing boards and designated associations established under the two Acts. The Farm Products Marketing Act provides for commodity regulation under 20 marketing plans. Some regulations under the Act also require the **licensing** of processors of regulated **commodities** by the commission (e.g. **vegetables**, grapes, tender **fruit**, potatoes, asparagus and seed corn dealers).

Services offered to the Public:

Apple Processor Licence
Asparagus Processor Licence
Grape Processor Licence
Potato Processor Licence
Seed Corn Grower or Dealer Licence
Tender Fruit Processor Licence
Vegetable Processor Licence

ONTARIO FOOD TERMINAL BOARD

165 The Queensway
 Toronto M8Y 1H8
 General Inquiry (416)259-5479
 Fax (416)259-4303
 www.oftb.com
 8:30 - 4:00 

The Ontario **Food** Terminal Board plays a major role in the orderly marketing of **fruits** and **vegetables** in Ontario by providing a central marketplace for Ontario growers and produce wholesalers to sell their produce directly to the wholesale and retail trade. It operates the Ontario Food Terminal a wholesale fresh fruit and produce market with cold storage facilities. The Board acts as a landlord and leases land, warehouse units, offices and other facilities to farmers, wholesalers and allied services.

ACTS

AgriCorp Act, 1996
 Agricultural Rehabilitation and Development Act (Ontario) ARDA
 Agricultural Research Institute of Ontario Act
 Agricultural Tile Drainage Installation Act
 Agricultural and Horticultural Organizations Act
 Animals for Research Act
 Beef Cattle Marketing Act
 Bees Act
 Commodity Board Members Act
 Commodity Boards and Marketing Agencies Act
 Crop Insurance (Ontario) 1996
 Dead Animal Disposal Act
 Drainage Act
 Edible Oil Products Act
 Farm Implements Act

Farm Products Containers Act
Farm Products Grades and Sales Act
Farm Products Marketing Act
Farm Products Payments Act
Farm Registration and Farm Organizations Funding Act
Farming and Food Production Protection Act
Food Safety and Quality Act, 2001
Grain Corn Marketing Act
Grains Act
Livestock Community Sales Act
Livestock Identification Act
Livestock Medicines Act
Livestock and Livestock Products Act
Livestock, Poultry and Honey Bee Protection Act
Meat Inspection Act (Ontario)
Milk Act
Ministry of Agriculture, Food and Rural Affairs Act
Nutrient Management Act, 2002
Ontario Agricultural Museum Act
Ontario Agricultural Week Act, 1998
Ontario Food Terminal Act
Plant Diseases Act
Pounds Act
Tile Drainage Act
Veterinarians Act
Weed Control Act

MINISTRY OF THE ATTORNEY GENERAL

720 Bay St


Toronto M5G 2K1

General Inquiry (416)326-2220

TTY (416)326-4012

Fax (416)326-4007

www.attorneygeneral.jus.gov.on.ca

8:30 - 5:00 

The Ministry of the Attorney General delivers justice services to Ontarians by: prosecuting crime and preserving public order and personal safety; supporting victims of crime throughout the criminal justice system; providing decision-making and justice support services to vulnerable people; providing criminal, civil and family courts and related justice services that are fair, timely and accessible; providing legal advice and services to government.

DEPUTY ATTORNEY GENERAL

ASSESSMENT REVIEW BOARD

Eaton Tower

29th Flr, 250 Yonge St

Toronto M5B 2L7


General Inquiry (416)314-6900

Toll Free 1-800-263-3237

Fax (416)314-3717

Toll Free Fax 1-877-849-2066

www.arb.gov.on.ca

8:30 - 5:00 

The **Assessment** Review Board is an independent administrative tribunal which draws its jurisdiction from the Assessment Act and the **Municipal** Act. The Board hears and determines **complaints** against realty assessment forming the basis of municipal **taxation**, complaints with respect to direction of school support for **school board** taxation, and applications and **appeals** respecting municipal taxation.

Services offered to the Public:

Assessment Review

COMMUNICATIONS BRANCH

11th Flr, 720 Bay St

Toronto M5G 2K1


General Inquiry (416)326-2220

(416)326-2200 (Branch Reception)

TTY (416)326-4012


Fax (416)326-4007

www.attorneygeneral.jus.gov.on.ca

8:30 - 5:00 

The Communications Branch provides full-service communications support to the Minister's Office, the Deputy Minister's Office, and the program divisions and branches of the Ministry of the Attorney General. The Branch provides strategic communications advice, planning and services, coordinates issues management and media relations, and manages the Minister and Deputy Minister's correspondence and the Ministry Web site.

ONTARIO MUNICIPAL BOARD AND BOARD OF NEGOTIATION


15th Flr, 655 Bay St
Toronto M5G 1E5
General Inquiry (416)326-6800
Toll Free 1-866-887-8820
Fax (416)326-5370
www.omb.gov.on.ca
8:30 - 5:00 

The Ontario Municipal Board is an independent adjudicative tribunal established under statute by the Province of Ontario. The Board hears **appeals** and applications on a wide range of municipal and land-related matters including official plans, **zoning** by-laws, subdivision plans, consents and minor variances, **land** compensation, development charges, ward boundaries, and **aggregate** resources. The Board operates under approximately 100 different pieces of legislation, including the Planning Act. Visit the OMB at www.omb.gov.on.ca.

Services offered to the Public:

Ontario Municipal Board
Ontario Municipal Board Information Office

ADMINISTRATION


15th Flr, 655 Bay St
Toronto M5G 1E5
(416)326-6800 (Information Office)
Fax (416)326-5370
www.omb.gov.on.ca
8:30 - 5:00 

The Administration unit of the Ontario **Municipal** Board and Board of Negotiation undertakes case management of all files that are submitted. The Board's Planners contact all parties involved in a matter before the Board in order to identify the issues, narrow their scope and move the case forward to resolution. The Board provides information to the public in English and French on matters before the Ontario Municipal Board such as: date and location of scheduled **hearings**, how **appeals** are launched, and procedure at hearings. On request, the Board provides summons to witness forms (subpoenas) and certification of Board documents. Clients can request to view an OMB file(s). Photocopies are available at a nominal charge.

Services offered to the Public:

Ontario Municipal Board
Ontario Municipal Board Information Office


BOARD OF NEGOTIATION

15th Flr, 655 Bay St
Toronto M5G 1E5
General Inquiry (416)326-4700
Fax (416)327-0716
www.bon.gov.on.ca
8:30 - 5:00 

The Board of Negotiation (BON) serves as an informal tribunal that negotiates compensation settlements in **expropriation** cases. The BON becomes involved only after alternative avenues for resolving the issues have not succeeded. Meetings with expropriated parties and the authorities are arranged throughout Ontario at no cost to either party. The BON reviews all written documentation


and considers the submissions from the parties. Through mediation, the BON attempts to bring the parties to an agreement on the appropriate compensation for the specific case.

POLICY BRANCH

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-2699
8:30 - 5:00 


The Policy Branch provides justice policy and corporate policy support services to the ministry. It develops policy initiatives and provides support and expertise to other divisions within the ministry. It serves as the main liaison with Cabinet Office. The branch is responsible for developing legislation and regulations, and provides advice and support through the legislative process, policy research and analysis. It also takes the lead in the identification of policy issues and options, drafting policy submissions for Cabinet, advice on the Cabinet process, coordination of policy issues relating to four self-governing professions; oversight of Aboriginal Justice programs and issues; and provision of executive leadership for key ministry projects. It manages Federal/Provincial/Territorial meetings and provides strategic advice and support to the Deputy and Minister at meetings.

ABORIGINAL ISSUES UNIT

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-2699
8:30 - 5:00 


The **Aboriginal** Issues Unit supports the Ministry of the Attorney General's work in the area of Aboriginal justice. Staff manages the ministry's funded Aboriginal justice programs and provide legal and policy advice on Aboriginal justice issues.

CORPORATE SERVICES MANAGEMENT DIVISION

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-4441
8:30 - 5:00 


The Corporate Services Management Division (CSMD) provides strategic support and advice to the Ministry of the Attorney General and the Democratic Renewal Secretariat in the areas of business and fiscal planning, modern controllership, human resources, and facilities management. The CSMD also delivers shared services for facilities management, Freedom of Information and Privacy and French language services to the justice sector ministries; provides service management for the audit and business support functions provided by the Shared Services Bureau of Management Board Secretariat, and has administrative oversight responsibilities for the Special Investigation Unit (SIU). The CSMD is comprised of 3 branches (BFP, HR, Facilities Management), two key units (FOIP and FLS) and the Quality Service / Knowledge Management Projects. In addition, Audit Services Branch reports jointly to CSMD and the central Shared Services Bureau of Management Board Secretariat.

BUSINESS AND FISCAL PLANNING BRANCH

7th Flr, 720 Bay St
 Toronto M5G 2K1
 General Inquiry (416)326-2500
 Fax (416)326-4019
 8:30 - 5:00 


The Business and Fiscal Planning Branch has three key responsibilities: 1. Strategic financial management (e.g. establish and maintain Ministry fiscal plan and fiscal management framework, monitor development of the Management Board submissions, prepare Estimates pro forma and briefing book, analyze forecasts of expenditure and revenue data, prepare year-end Treasury Board Order, prepare public accounts for operating expenditures, establish and manage the ministry's chart of accounts); 2. Business coordination and research support (e.g. lead the development of the Business Plan and Operational Plan and lead program evaluation strategies); 3. Corporate controllership (e.g. lead and support the modern controllership functions, lead the transition to the Integrated Financial Information System, prepare integrated quarterly reports, and manage services provided by the Shared Services Bureau at Management Board Secretariat).

FACILITIES MANAGEMENT BRANCH

5th Flr, 720 Bay St
 Toronto M5G 2K1
 General Inquiry (416)326-6757
 Fax (416)326-4029
 8:30 - 5:00 

Facilities Management Branch provides liaison with central agencies, the Ministry of Public Infrastructure Renewal and the Ontario Realty Corporation on strategic capital and accommodation planning, lease portfolio management and facilities project coordination and controllership. The Branch leads the development of the infrastructure plan as well as the preparation of new requests for capital funding in support of program requirements. It also manages the administration and payment of 5.4 million square feet of government-owned and leased space in 260 locations across Ontario. The Branch manages the planning and coordination of capital and accommodations projects across Ontario and develops and maintains the province's architectural design standards for courthouses. The Operational Services section of the Branch provides a variety of services to the entire justice sector including moveable asset management, security, mail and printing services.

HUMAN RESOURCES BRANCH


3rd Flr, 720 Bay St
 Toronto M5G 2K1
 General Inquiry (416)326-4490
 TTY (416)326-4011
 Fax (416)326-2298
 8:30 - 4:45 

The Human Resources Branch (HRB) provides strategic services and advice on all workforce matters in support of Government policy direction and Ministry business plans. The HRB provides consulting services and support to managers in recruitment, employment transition and compensation, labour relations, grievance management and conflict resolution, workplace discrimination and harassment, return-to-work employment accommodations and health and safety. The HRB provides learning and development strategies, workforce and succession planning, performance management, change management, as well as a range of other services. The HRB maintains an Intranet site (Work Smart) that offers timely, accessible HR guides and advice to Ministry managers and staff.


Services offered to the Public:

Blind Persons' Rights Act


INTERNAL AUDIT SERVICES - JUSTICE MINISTRIES

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6741
Fax (705)329-6762 

Internal audit services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor in the Internal Audit Division.


TORONTO
16th Flr Suite 1603, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)326-4226
Fax (416)326-4219 

JUSTICE SECTOR FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE


5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4300
Fax (416)326-4307
8:30 - 5:00 

The Justice Sector Freedom of Information and Protection of Privacy Office coordinates the administration of the Freedom of Information and Protection of Privacy Act (FIPPA) for the Justice Sector (the Ministries of the Attorney General and Community Safety and Correctional Services). Services include coordinating and responding to access requests from the public; liaison with the Office of the Information and Privacy Commissioner on appeals and mediation processes; investigating privacy complaints; preparing statistical reports, delivering training, providing advice on access and privacy issues including privacy impact assessments and ensuring adherence to the privacy provisions and other legislative requirements of FIPPA.

FREEDOM OF INFORMATION AND PRIVACY - COMMUNITY SAFETY AND CORRECTIONAL SERVICES


4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3080
Fax (705)494-3081
8:30 - 5:00 

JUSTICE SECTOR FRENCH LANGUAGE SERVICES

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4059
Fax (416)326-4782
8:30 - 5:00 


The Justice Sector French Language Services office monitors delivery of service in French to two ministries. The office provides advice to management and staff at the Ministry of the Attorney General and Ministry of Community Safety and Correctional Services relating to their programs and activities pursuant to the French Language Services Act, the Courts of Justice Act and the Criminal Code of Canada. It also coordinates translation, complaints' investigation/resolution and linguistic proficiency evaluation services. It manages relations with francophone stakeholder groups and acts as liaison between the ministries, the francophone community and the central agency, the Office of Francophone Affairs.

QUALITY SERVICE PROJECT/KNOWLEDGE MANAGEMENT

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)212-1396
8:45 - 5:00 


The Quality Service Project team (QSP) is responsible for leading the planning and implementation of the Quality Plans and the Common Service Standards (e.g., telephone, correspondence, walk-in complaints) for the justice sector. The QSP provides strategic leadership, project support and advice on all Quality Service planning and Common Service Standards issues. The Knowledge Management project team (KMP) provides support to the Justice Sector Knowledge Management Council. Key initiatives of the KMP include the development of a multi-year plan to implement the knowledge management strategy and controllership framework for the justice sector, and a monitoring and assessment plan to measure and report on the success of knowledge management implementation. The KMP also provides support and expertise in knowledge management matters to the justice sector.

COURT SERVICES DIVISION

2nd Flr Suite 204, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4263
Fax (416)326-2652
8:30 - 5:00 


Court Services Division manages more than 170 court offices in communities across the province. These offices provide an essential public service. Court staff schedule court cases, maintain court records and files, collect fines and fees, enforce civil orders, provide justice information to the public, and facilitate the delivery of other justice services, including civil and family mediation programs, victims' services and legal aid services. Court Services also provides administrative and courtroom support to all judicial officers in the Superior Court of Justice and the Ontario Court of Justice. Court staff manage the **jury** system and provide the courtroom clerks, court reporters, registrars and court interpreters required for court proceedings.


CORPORATE PLANNING BRANCH


2nd Flr, 720 Bay St
 Toronto M5G 2K1
 General Inquiry (416)326-4263
 Fax (416)326-1011
 8:30 - 5:00 


The Corporate Planning Branch is responsible for financial, IT, facilities and human resources planning within Court Services Division. The branch also provides statistical reports, and manages issues and communications.

COURTHOUSES**ALGOMA DISTRICT**


ONTARIO COURT OF JUSTICE,
 CRIMINAL, FAMILY - SAULT STE MARIE
 426 Queen St E
Sault Ste Marie P6A 6W2
 (705)945-8000x565 (Criminal)
 (705)945-8000x521 (Family)
 Fax (705)945-5001 (Criminal)
 Fax (705)945-8968 (Family)
 8:30 - 5:00 


ONTARIO COURT OF JUSTICE,
 CRIMINAL, FAMILY, SMALL CLAIMS -
 ELLIOT LAKE
 200 Ontario Ave
Elliot Lake P5A 1Y5
 General Inquiry (705)848-2500
 Fax (705)848-9510
 8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, CIVIL,
 FAMILY - SAULT STE MARIE
 426 Queen St E
Sault Ste Marie P6A 6W2
 General Inquiry (705)945-8000x521
 Fax (705)945-8968
 8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, SMALL
 CLAIMS - SAULT STE MARIE
 Main Flr, 426 Queen St E
Sault Ste Marie P6A 6W2
 General Inquiry (705)945-8000x530
 Fax (705)945-7933
 8:30 - 5:00 


BRANT COUNTY

ONTARIO COURT OF JUSTICE -
 BRANTFORD
 44 Queen St
Brantford N3T 3B2
 General Inquiry (519)758-3460
 Fax (519)758-3461
 8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, CIVIL,
 FAMILY, SMALL CLAIMS - BRANTFORD
 70 Wellington St
Brantford N3T 2L9
 General Inquiry (519)752-7828
 Fax (519)752-6465
 8:30 - 5:00 


BRUCE COUNTY

ONTARIO COURT OF JUSTICE,
 CRIMINAL, FAMILY, YCJA -
 WALKERTON
 Bruce County Courthouse
 207 Cayley St
Walkerton N0G 2V0
 General Inquiry (519)881-1052
 Fax (519)881-0347
 8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, CIVIL,
 FAMILY, SMALL CLAIMS - WALKERTON
 207 Cayley St
 PO Box 39
Walkerton N0G 2V0
 General Inquiry (519)881-1052
 Fax (519)881-0347
 8:30 - 5:00 


CITY OF KAWARTHA LAKES AND HALIBURTON

ONTARIO COURT OF JUSTICE,
CRIMINAL, YCJA - LINDSAY
440 Kent St W
Lindsay K9V 6G8
General Inquiry (705)324-1400
Fax (705)324-1401
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, CIVIL,
CRIMINAL, FAMILY, SMALL CLAIMS,
ENFORCEMENT, FINANCE/ADMIN,
ESTATES - LINDSAY
440 Kent St W
Lindsay K9V 6G8
General Inquiry (705)324-1400
Fax (705)324-1401
8:30 - 5:00 


CITY OF OTTAWA


ONTARIO COURT OF JUSTICE,
CRIMINAL - OTTAWA
2nd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1560
Fax (613)239-1171
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, CIVIL,
CRIMINAL, FAMILY, SMALL CLAIMS -
OTTAWA
2nd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1560
(613)239-1054 (Civil Office)
(613)239-1050 (Enforcement)
(613)239-1079 (Small Claims Court
Operations)
(613)239-1320 (Bankruptcy & Assessments)
(613)239-1024 (Estates)
(613)239-1089 (Divisional Court)
(613)239-1560 (Criminal Operations)
(613)239-1274 (Family Operations, Family
Law Information Centre)
(613)239-1047 (Civil - Case Management)
(613)239-1180 (Civil Mediation)
(613)239-1260 (Court Support)
(613)239-1015 (Court Interpretation &
Translation Office)
8:30 - 5:00 


COCHRANE DISTRICT

KAPUSKASING SMALL CLAIMS COURT
Ontario Court Bldg
Hwy 11 W
Kapuskasing P5N 2X8
General Inquiry (705)337-1477 


ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY, YCJA - COCHRANE
District Courthouse
149 4th Ave
PO Box 2069
Cochrane P0L 1C0
General Inquiry (705)272-4256
Fax (705)272-2583
8:30 - 5:00 

ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY, YCJA - TIMMINS
Suite 127, 38 Pine St
Timmins P4N 6K6
General Inquiry (705)267-7799
Fax (705)360-2014
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, CIVIL,
FAMILY, SMALL CLAIMS - COCHRANE
149 Fourth Ave
PO Box 638
Cochrane P0L 1C0
General Inquiry (705)272-4256
Fax (705)272-5100
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - TIMMINS
48 Spruce St N
Timmins P4N 6M7
General Inquiry (705)360-4231
Fax (705)360-2016
8:30 - 5:00 


DUFFERIN COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - ORANGEVILLE
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-5802
Fax (519)941-6941
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - ORANGEVILLE

10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-5802
Fax (519)941-6941
8:30 - 5:00 


DURHAM REGION**ONTARIO COURT OF JUSTICE - OSHAWA**

242 King St E
Oshawa L1H 3Z8
General Inquiry (905)430-5800
Fax (905)430-4403
8:30 - 5:00 


ONTARIO COURT OF JUSTICE (SATELLITE COURT)

850 King St W
Oshawa L1J 2L5
General Inquiry (905)430-5800
Fax (905)430-4948 

SUPERIOR COURT OF JUSTICE - WHITBY

605 Rossland Rd E
Whitby L1N 9G7
General Inquiry (905)430-5800
Fax (905)430-5802
Fax (905)430-5816 (Small Claims/Enforcement)
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, FAMILY - OSHAWA

33 King St W
Oshawa L1H 1A1
General Inquiry (905)430-5800
Fax (905)430-4901
8:30 - 5:00 

ELGIN COUNTY**ONTARIO COURT OF JUSTICE, CRIMINAL - ST THOMAS**

The Justice Bldg
2nd Flr, 30 St Catherines St
St Thomas N5P 3T9
General Inquiry (519)633-1230x234
Fax (519)633-7629
8:30 - 5:00


ONTARIO COURT OF JUSTICE, FAMILY - ST THOMAS

145 Curtis St
PO Box 327
St Thomas N5P 3T9
General Inquiry (519)633-2160x223
Fax (519)633-7629
8:30 - 5:00


SUPERIOR COURT OF JUSTICE, CIVIL, SMALL CLAIMS, ENFORCEMENT - ST THOMAS

Justice Bldg
145 Curtis St
PO Box 310
St Thomas N5P 3T9
(519)631-3530x251 (Small Claims Court and Enforcement Office)
(519)633-1720x221 (Civil Filing Office)
Fax (519)633-7629 (Civil Filing Office)
Fax (519)631-6086
8:30 - 5:00


ESSEX COUNTY**ONTARIO COURT OF JUSTICE, CRIMINAL - WINDSOR**

Ontario Court of Justice
1st Flr, 200 Chatham St E
Windsor N9A 2W3
General Inquiry (519)973-6665
Fax (519)973-6619
8:30 - 5:00 


ONTARIO COURT OF JUSTICE, FAMILY - WINDSOR

Ontario Court of Justice
1st Flr, 200 Chatham St E
Windsor N9A 2W3
General Inquiry (519)973-6670
Fax (519)973-6626
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS - WINDSOR

245 Windsor Ave
Windsor N9A 1J2
General Inquiry (519)973-6620
Fax (519)973-6614
8:30 - 5:00 


FRONTENAC COUNTY**ONTARIO COURT OF JUSTICE - KINGSTON**

279 Wellington St
Kingston K7K 6E1
 General Inquiry (613)548-6200
 Fax (613)548-6819
 8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, FAMILY - KINGSTON

469 Montreal St
Kingston K7K 3H9
 General Inquiry (613)548-6789
 Fax (613)548-6788
 8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - KINGSTON

Frontenac County Courthouse
 Civil Filing Office, 5 Court St
Kingston K7L 2N4
 General Inquiry (613)548-6811
 (613)548-6811 (Enforcement Office)
 Fax (613)548-6818
 8:30 - 5:00 


GREY COUNTY**ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - OWEN SOUND**

611- 9th Ave E
Owen Sound N4K 6Z4
 General Inquiry (519)370-2430
 Fax (519)370-2451
 8:30 - 5:00


SUPERIOR COURT OF JUSTICE, CIVIL, SMALL CLAIMS - OWEN SOUND

611- 9th Ave E
Owen Sound N4K 6Z4
 General Inquiry (519)370-2430
 (519)370-2430 (Estates Office & Enforcement Office)
 Fax (519)370-2451
 8:30 - 5:00 


HALDIMAND COUNTY**ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - CAYUGA**

55 Munsee St
 PO Box 399
Cayuga N0A 1E0
 General Inquiry (905)772-3335
 Fax (905)772-3958
 8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, CIVIL, FAMILY, SMALL CLAIMS - CAYUGA

55 Munsee St
 PO Box 399
Cayuga N0A 1E0
 General Inquiry (905)772-3335
 Fax (905)772-3958
 8:30 - 5:00 


HALTON**ONTARIO COURT OF JUSTICE, CRIMINAL - BURLINGTON**

2021 Plains Rd E
Burlington L7R 4M3
 General Inquiry (905)637-4125
 Fax (905)637-4183
 8:30 - 5:00 


ONTARIO COURT OF JUSTICE, CRIMINAL - MILTON

491 Steeles Ave E
Milton L9T 1Y7
 General Inquiry (905)878-4165
 Fax (905)693-3032
 8:30 - 5:00 


ONTARIO COURT OF JUSTICE, CRIMINAL - OAKVILLE

Oakville Municipal Bldg
 1225 Trafalgar Rd
Oakville L6J 5A6
 General Inquiry (905)842-8380
 Fax (905)842-2781
 8:30 - 5:00 


ONTARIO COURT OF JUSTICE, FAMILY - MILTON

491 Steeles Ave E
Milton L9T 1Y7
 General Inquiry (905)878-7281
 Fax (905)693-3038
 8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, CRIMINAL, FAMILY, SMALL CLAIMS, ENFORCEMENT - MILTON

491 Steeles Ave E
Milton L9T 1Y7
 General Inquiry (905)878-7281
 Fax (905)693-3039
 8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - BURLINGTON


2021 Plains Rd E
Burlington L7R 4M3
 General Inquiry (905)637-4125
 Fax (905)637-4183
 8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - OAKVILLE


Oakville Municipal Bldg
 1225 Trafalgar Rd
Oakville L6J 5A6
 General Inquiry (905)842-8380
 Fax (905)842-2781
 8:30 - 5:00 

HAMILTON


ONTARIO COURT OF JUSTICE, CRIMINAL - HAMILTON

The John Sopinka Courthouse
 Suite 106, 45 Main St E
Hamilton L8N 2B7
 (905)645-5252x3871 (Criminal Operations)
 (905)645-5288 (Court Support, Suite 221)
 Fax (905)645-5383 (Court Support, Suite 221)
 Fax (905)645-5372 (Criminal Operations)
 8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, CIVIL, CRIMINAL, SMALL CLAIMS - HAMILTON


The John Sopinka Courthouse
 45 Main St E
Hamilton L8N 2B7
 (905)645-5252x3875 (Small Claims Operations, Suite 108)
 (905)645-5252x3874 (Enforcement, Suite 126)
 (905)645-5252x3873 (Civil, Suite 110)
 (905)645-5252x3871 (Criminal, Suite 106)
 (905)645-5252 (Court Support, Suite 221)
 Fax (905)645-5372 (Criminal)
 Fax (905)645-5383 (Court Support)
 Fax (905)645-5271 (Enforcement)
 8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, FAMILY - HAMILTON


55 Main St W
Hamilton L8P 1H4
 General Inquiry (905)645-6250
 Fax (905)645-6264
 8:30 - 5:00 

HASTINGS


ONTARIO COURT OF JUSTICE, CRIMINAL - BELLEVILLE

15 Victoria Ave
Belleville K8N 1Z5
 General Inquiry (613)962-3468
 Fax (613)962-8830
 8:30 - 5:00 

ONTARIO COURT OF JUSTICE, FAMILY, YCJA - BELLEVILLE


Century Pl
 Suite 402, 199 Front St
Belleville K8N 5H5
 General Inquiry (613)968-6759
 Fax (613)966-4390
 8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - BELLEVILLE


235 Pinnacle St
Belleville K8N 3A9
 General Inquiry (613)962-9106
 Fax (613)962-5143
 8:30 - 5:00 

HURON

ONTARIO COURT OF JUSTICE, CRIMINAL, YCJA - GODERICH


1st Flr, 1 Court House Sq
Goderich N7A 1M2
 General Inquiry (519)524-9342
 8:30 - 5:00 

ONTARIO COURT OF JUSTICE, FAMILY - GODERICH

1st Flr, 1 The Square
 PO Box 400
Goderich N7A 4C6
 General Inquiry (519)524-2990
 8:30 - 5:00 

KENORA DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY - DRYDEN

Government Bldg
 Rm 127, 479 Government St
 PO Box 3000
Dryden P8N 3B3
 General Inquiry (807)223-2348
 Fax (807)223-3199
 8:30 - 5:00 


ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - KENORA

216 Water St

Kenora P9N 1S4

General Inquiry (807)468-2842

Fax (807)468-2974

8:30 - 5:00 

ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - RED LAKE

Government Bldg


115 Howey St

PO Box 226

Red Lake P0V 2M0

General Inquiry (807)727-2376 (Mon - Fri

8:30 am - 12:00 pm)

Fax (807)727-3721 


SUPERIOR COURT OF JUSTICE, CIVIL,
CRIMINAL, FAMILY, SMALL CLAIMS -
KENORA

216 Water St

Kenora P9N 1S4

General Inquiry (807)468-2842

Fax (807)468-2974

8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - DRYDEN

Government Bldg


Rm 127, 479 Government St

PO Box 3000

Dryden P8N 3B3

General Inquiry (807)223-2348

Fax (807)223-3199

8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - RED LAKE

Government Bldg


115 Howey St

PO Box 226

Red Lake P0V 2M0

General Inquiry (807)727-2376 (Mon - Fri

8:30 am - 12:00 pm)

Fax (807)727-3721 

LAMBTON COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL - SARNIA

Justice Bldg

3rd Flr Suite 301, 700 Christina St N


Sarnia N7V 3C2

General Inquiry (519)333-2950

(519)333-2970 (Judicial Support - Trial
Coordinator)

Fax (519)333-2955

Fax (519)333-2955

8:30 - 5:00 

ONTARIO COURT OF JUSTICE, FAMILY -
SARNIA

Justice Bldg


1st Flr Suite 106, 700 Christina St N

PO Box 2567

Sarnia N7V 3C2

General Inquiry (519)333-2950

Fax (519)333-2956

8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, CIVIL,
CRIMINAL, YCJA, ENFORCEMENT,
SMALL CLAIMS - SARNIA

Justice Bldg

1st Flr Suite 106, 700 Christina St N

PO Box 2567

Sarnia N7T 3C2

General Inquiry (519)333-2950


(519)333-2961 (Trial Coordination)

(519)333-2960 (Judicial Support)

Fax (519)333-2956 (General Inquiry)

Fax (519)333-2962 (Judicial Support)

Fax (519)333-2962 (Trial Coordination)

8:30 - 5:00 

LANARK COUNTY


ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - PERTH

43 Drummond St E

Perth K7H 1G1

General Inquiry (613)267-2021

Fax (613)267-7055

8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - PERTH

43 Drummond St E

Perth K7H 1G1

General Inquiry (613)267-2021

Fax (613)267-7055

8:30 - 5:00 

LEEDS AND GRENVILLE


ONTARIO COURT OF JUSTICE,
CRIMINAL - BROCKVILLE

75 Water St W

Brockville K6V 3L7

General Inquiry (613)342-5003

Fax (613)342-2817

8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, CIVIL,
FAMILY, SMALL CLAIMS - BROCKVILLE

550 King St W

Brockville K6V 3T2

General Inquiry (613)345-5895

Fax (613)345-4019

8:30 - 5:00 

LENNOX AND ADDINGTON COUNTY

ONTARIO COURT OF JUSTICE -
NAPANEE


County Memorial Bldg

41 Dundas St W

Napanee K7R 1Z5

General Inquiry (613)354-3845

Fax (613)354-0380

8:30 - 5:00 

SUPERIOR COURT OF JUSTICE -
NAPANEE


County Memorial Bldg

41 Dundas St W

Napanee K7R 1Z5

General Inquiry (613)354-3845

Fax (613)354-0380

8:30 - 5:00 

MANITOULIN DISTRICT

ONTARIO COURT OF JUSTICE - GORE
BAY


Main Flr, 27 Phipps St

PO Bag 5

Gore Bay P0P 1H0

General Inquiry (705)282-2461

Fax (705)282-3245

8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, CIVIL,
FAMILY, SMALL CLAIMS - GORE BAY


Main Flr, 27 Phipps St

PO Bag 5

Gore Bay P0P 1H0

General Inquiry (705)282-2461

Fax (705)282-3245

8:30 - 5:00 


MIDDLESEX COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL - LONDON

2nd Flr, 80 Dundas St

London N6A 6A5

General Inquiry (519)660-3000


8:30 - 5:00 

SUPERIOR COURT OF JUSTICE,
FAMILY - LONDON

Ground Flr Unit A, 80 Dundas St

London N6A 6A3

General Inquiry (519)660-3000


8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - LONDON

Ground Flr Unit A, 80 Dundas St

London N6A 6A3

General Inquiry (519)660-3000

8:30 - 5:00 

MUNICIPALITY OF CHATHAM - KENT


ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - CHATHAM

425 Grand Ave W

Chatham N7M 6M8

General Inquiry (519)355-2200

Fax (519)355-2202

8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, CIVIL,
SMALL CLAIMS - CHATHAM

425 Grand Ave W

Chatham N7M 6M8

General Inquiry (519)355-2200

Fax (519)355-2202

8:30 - 5:00 

MUSKOKA


ONTARIO COURT OF JUSTICE,
CRIMINAL - BRACEBRIDGE


3 Dominion St N

Bracebridge P1L 2E6

General Inquiry (705)645-8793


Fax (705)645-7901


8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, CIVIL,
FAMILY, SMALL CLAIMS -
BRACEBRIDGE
3 Dominion St N
Bracebridge P1L 2E6
General Inquiry (705)645-8793
Fax (705)645-7901
8:30 - 5:00 


BRACEBRIDGE SATELLITE COURT
36 Chaffey St
Huntsville P1H 1J4
General Inquiry (705)789-5630
Fax (705)789-9400


NIAGARA REGION

ONTARIO COURT OF JUSTICE,
CRIMINAL - ST CATHARINES
59 Church St
St Catharines L2R 7N8
General Inquiry (905)988-6200
8:30 - 5:00 


ONTARIO COURT OF JUSTICE, FAMILY -
WELLAND
102 East Main St
Welland L3B 3W6
General Inquiry (905)735-0010
Fax (905)734-9119
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, CIVIL,
SMALL CLAIMS - ST CATHARINES
59 Church St
St Catharines L2R 7N8
General Inquiry (905)988-6200
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, CIVIL,
SMALL CLAIMS - WELLAND
102 East Main St
Welland L3B 3W6
General Inquiry (905)735-0010
Fax (905)734-9119
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE,
FAMILY - ST CATHARINES
4th Flr, 59 Church St
St Catharines L2R 7N8
General Inquiry (905)988-6200
8:30 - 5:00 


NIPISSING DISTRICT

ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - NORTH BAY
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)495-8309x215
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS, CIVIL, CRIMINAL - NORTH
BAY
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)495-8309
8:30 - 5:00 


NORFOLK COUNTY

ONTARIO COURT OF JUSTICE - SIMCOE
530 Queensway W
Simcoe N3Y 4L2
General Inquiry (519)426-6550
Fax (519)426-9591
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE - SIMCOE
530 Queensway W
Simcoe N3Y 4L2
General Inquiry (519)426-6550
Fax (519)426-9591
8:30 - 5:00 

NORTHUMBERLAND COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL, YCJA - COBOURG
860 William St
Cobourg K9A 3A9
General Inquiry (905)372-3751
Fax (905)372-9952
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, CIVIL,
CRIMINAL, FAMILY, SMALL CLAIMS,
ENFORCEMENT, ESTATES, FINANCE/
ADMIN - COBOURG
860 William St
Cobourg K9A 3A9
General Inquiry (905)372-3751
Fax (905)372-9952
8:30 - 5:00 

OXFORD COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - WOODSTOCK

415 Hunter St


PO Box 70

Woodstock N4S 7W5

(519)539-6187x230 (Family)

(519)539-6187x223 (Criminal)

Fax (519)539-4579

8:30 - 5:00 

SUPERIOR COURT OF JUSTICE,
CRIMINAL, FAMILY, SMALL CLAIMS -
WOODSTOCK

415 Hunter St


PO Box 70

Woodstock N4S 7W5

General Inquiry (519)539-6188x232

(519)539-4751x234 (Small Claims Court)

Fax (519)539-4579 (Small Claims Court)

8:30 - 5:00 

PARRY SOUND DISTRICT


ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - PARRY SOUND

89 James St

Parry Sound P2A 1T7

General Inquiry (705)746-4237

Fax (705)746-6179

8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, CIVIL,
CRIMINAL, SMALL CLAIMS - PARRY
SOUND

89 James St

Parry Sound P2A 1T7

General Inquiry (705)746-4237

Fax (705)746-6179

8:30 - 5:00 

PEEL REGION

ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - BRAMPTON

A. Grenville & William Davis

7755 Hurontario St


Brampton L6W 4T6

(905)456-4702 (Family)

(905)456-4730 (Criminal)

Fax (905)456-4723 (Family)

Fax (905)456-4732 (Criminal)

8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, CIVIL,
FAMILY, SMALL CLAIMS - BRAMPTON


A. Grenville & William Davis

7755 Hurontario St

Brampton L6W 4T6

General Inquiry (905)456-4744

Fax (905)456-4741

8:30 - 5:00 

PERTH COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - STRATFORD


100 St Patrick St

PO Box 726

Stratford N5A 6V6

General Inquiry (519)271-9252

Fax (519)271-8080

8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - STRATFORD

17 George St

Stratford N5A 1A6

General Inquiry (519)271-1850

Fax (519)271-8080

8:30 - 5:00 

PETERBOROUGH COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL, YCJA, FINANCE/ADMIN -
PETERBOROUGH

70 Simcoe St

Peterborough K9H 7G9

General Inquiry (705)876-3846

Fax (705)876-3838

8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL,
SMALL CLAIMS, ENFORCEMENT,
ESTATES - PETERBOROUGH


70 Simcoe St

Peterborough K9H 7G9

General Inquiry (705)876-3816

(705)876-3816x816 (Estates Office)

Fax (705)876-3828

8:30 - 5:00 


SUPERIOR COURT OF JUSTICE,
FAMILY - PETERBOROUGH

470 Water St


Peterborough K9H 3M3


General Inquiry (705)876-3815

Fax (705)876-3813


8:30 - 5:00 


PRESCOTT AND RUSSELL


ONTARIO COURT OF JUSTICE -
L'ORIGNAL
2nd Flr, 59 Court St
L'Orignal K0B 1K0
General Inquiry (613)675-4567
Fax (613)675-4507
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE -
L'ORIGNAL
2nd Flr, 59 Court St
L'Orignal K0B 1K0
General Inquiry (613)675-4567
Fax (613)675-4507
8:30 - 5:00 


PRINCE EDWARD COUNTY


ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - PICTON
44 Union St
PO Box 680
Picton K0K 2T0
General Inquiry (613)476-6236
Fax (613)476-7297
8:30 - 5:00 

ONTARIO COURT OF JUSTICE
(SATELLITE LOCATION) - PICTON
67 King St
Picton K0K 2T0
General Inquiry (613)476-6236
Fax (613)476-7297 

SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - PICTON
44 Union St
PO Box 680
Picton K0K 2T0
General Inquiry (613)476-6236
Fax (613)476-7297
8:30 - 5:00 


RAINY RIVER DISTRICT

ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - FORT FRANCES
333 Church St
Fort Frances P9A 3M7
General Inquiry (807)274-5961
Fax (807)274-0516
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, CIVIL,
CRIMINAL, FAMILY, SMALL CLAIMS -
FORT FRANCES
333 Church St
Fort Frances P9A 1C9
General Inquiry (807)274-5961
Fax (807)274-0516
8:30 - 5:00 


**REGIONAL MUNICIPALITY OF
WATERLOO**

ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - CAMBRIDGE
89 Main St
Cambridge N1R 1W1
General Inquiry (519)621-9220
Fax (519)621-7824
8:30 - 5:00

ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - KITCHENER
200 Frederick St
Kitchener N2H 6P1
General Inquiry (519)741-3300
Fax (519)741-3328 (Criminal)
Fax (519)741-3399 (Family)
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - CAMBRIDGE
89 Main St
Cambridge N1R 1W1
General Inquiry (519)621-9220
(519)623-0170 (Small Claims Court)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE -
KITCHENER
20 Weber St E
Kitchener N2H 1C3
(519)741-3200 (Superior Court of Justice)
Fax (519)741-3278
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - KITCHENER
20 Weber St E
Kitchener N2H 1C3
(519)741-3270 (Small Claims Court)
Fax (519)741-3214
8:30 - 5:00 


RENFREW COUNTY


ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - PEMBROKE
297 Pembroke St E
Pembroke K8A 3K2
General Inquiry (613)735-6886
Fax (613)732-1766
8:30 - 5:00


SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - RENFREW
316 Plaunt St
Renfrew K7V 1N3
General Inquiry (613)432-3193
Fax (613)432-5260 


SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS, CRIMINAL, FAMILY, CIVIL -
PEMBROKE
297 Pembroke St E
Pembroke K8A 3K2
General Inquiry (613)732-8581
Fax (613)732-1766
8:30 - 5:00

SIMCOE COUNTY


ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - BARRIE
114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6111
Fax (705)739-6516
8:30 - 5:00 


ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - ORILLIA
Cottage C, 700 Memorial Ave
Orillia L3V 6J3
General Inquiry (705)326-2671
Fax (705)326-0970
8:30 - 5:00 

SATELLITE COURT BRADFORD
57 Holland St
Bradford L3Z 2A8
General Inquiry (905)775-2621
Fax (905)775-1527 


SATELLITE COURT COLLINGWOOD
49 Huron St
Collingwood L9Y 1C5
General Inquiry (705)445-9332
Fax (705)444-4728 (General Inquiry) 


SATELLITE COURT MIDLAND
Civic Centre
605 Yonge St
Midland L4R 2E1
General Inquiry (705)526-0251
Fax (705)528-1085 


SUPERIOR COURT OF JUSTICE, CIVIL,
FAMILY, SMALL CLAIMS - BARRIE
114 Worsley St
Barrie L4M 4S4
General Inquiry (705)739-6111
Fax (705)739-6516
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - ORILLIA
Cottage C, 700 Memorial Ave
Orillia L3V 6J3
General Inquiry (705)326-2671
Fax (705)326-0970
8:30 - 5:00 

**STORMONT, DUNDAS AND
GLENGARRY**

ONTARIO COURT OF JUSTICE,
CRIMINAL - ALEXANDRIA
110 Main St N
PO Box 699
Alexandria K0C 1A0
General Inquiry (613)525-4330
Fax (613)525-0708
8:30 - 5:00 


ONTARIO COURT OF JUSTICE,
CRIMINAL, FAMILY - CORNWALL
Main Flr, 29 Second St W
Cornwall K6J 1G3
General Inquiry (613)933-7500
Fax (613)932-0507
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - ALEXANDRIA
110 Main St N
PO Box 699
Alexandria K0C 1A0
General Inquiry (613)525-4330
Fax (613)525-0708
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - CORNWALL
Main Flr, 29 Second St W
Cornwall K6J 1G3
General Inquiry (613)933-7500
Fax (613)932-0507
8:30 - 5:00 


SUDBURY DISTRICT

ONTARIO COURT OF JUSTICE
(SATELLITE OFFICE)- ESPANOLA
Town Hall
2nd Flr Suite 3, 100 Tudhope St
Espanola P5E 1S6
General Inquiry (705)869-4334
Fax (705)869-6511


ONTARIO COURT OF JUSTICE,
CRIMINAL - SUDBURY
Main Flr, 155 Elm St W
Sudbury P3C 1T9
General Inquiry (705)564-7600
Fax (705)564-7895
8:30 - 5:00 


ONTARIO COURT OF JUSTICE, FAMILY -
SUDBURY
Suite 201, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7600
Fax (705)564-7638
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, CIVIL,
CRIMINAL, FAMILY - SUDBURY
155 Elm St
Sudbury P3C 1T9
General Inquiry (705)564-7600
Fax (705)564-7890
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - SUDBURY
Suite 201, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7600
Fax (705)564-7638
8:30 - 5:00 


THUNDER BAY DISTRICT

ONTARIO COURT OF JUSTICE,
CRIMINAL - THUNDER BAY
2nd Flr, 1805 E Arthur St
Thunder Bay P7E 5N7
General Inquiry (807)625-1610
Fax (807)625-0062
8:30 - 5:00 

ONTARIO COURT OF JUSTICE, FAMILY -
THUNDER BAY
1st Flr, 1805 E Arthur St
Thunder Bay P7E 5N7
General Inquiry (807)625-1600
Fax (807)625-1602
8:30 - 5:00 

SUPERIOR COURT OF JUSTICE, CIVIL,
CRIMINAL, FAMILY, SMALL CLAIMS -
THUNDER BAY
2nd Flr, 277 Camelot St
Thunder Bay P7A 4B3
General Inquiry (807)343-2710
Fax (807)343-2704
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - NIPIGON
5 Wadsworth Dr
PO Box 758
Nipigon P0T 2J0
General Inquiry (807)887-3829 (Wed & Thurs
9:00 am - 12:00 pm & 1:00 pm - 4:00 pm)
Fax (807)887-3672


SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - GERALDTON
208 Beamish Ave W
PO Box 39
Geraldton P0T 1M0
General Inquiry (807)854-1488
Fax (807)854-0468
12:00 - 4:00 


TIMISKAMING DISTRICT

ONTARIO COURT OF JUSTICE,
CRIMINAL - HAILEYBURY
393 Main St
Haileybury P0J 1K0
General Inquiry (705)672-3395
Fax (705)672-3360
8:30 - 5:00


ONTARIO COURT OF JUSTICE, FAMILY -
KIRKLAND LAKE
140 Government Rd E
PO Box 730
Kirkland Lake P2N 3K1
General Inquiry (705)567-9381
Fax (705)567-9877
8:30 - 5:00


SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - KIRKLAND LAKE
140 Government Rd E
PO Box 730
Kirkland Lake P2N 3K1
General Inquiry (705)567-9381
Fax (705)567-9877
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - ENGLEHART
50 Third St
PO Box 147
Englehart P0J 1H0
General Inquiry (705)544-8177 (Tues 1:00
pm - 4:00 pm, Wed 1:15 pm - 4:00 pm) 


SUPERIOR COURT OF JUSTICE, SMALL
CLAIMS - HAILEYBURY
393 Main St
Haileybury P0J 1K0
General Inquiry (705)672-3321
Fax (705)672-3360
8:30 - 5:00 


TORONTO REGION

COURT OF APPEAL FOR ONTARIO
Osgoode Hall
130 Queen St W
Toronto M5H 2N5
General Inquiry (416)327-5020
Fax (416)327-5032
8:30 - 5:00 


ONTARIO COURT OF JUSTICE,
CRIMINAL - COLLEGE PARK
2nd Flr, 444 Yonge St
Toronto M5B 2H4
General Inquiry (416)325-8950
Fax (416)325-8954
8:30 - 5:00 

ONTARIO COURT OF JUSTICE,
CRIMINAL - DOWNSVIEW
1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-4208
(416)314-4222 (Crown Attorney's Office)
(416)314-4213 (Justices of the Peace)
Fax (416)314-4233 (Criminal Office)
8:30 - 5:00 

ONTARIO COURT OF JUSTICE,
CRIMINAL - ETOBICOKE
2201 Finch Ave W
Etobicoke M8Z 5X6
General Inquiry (416)314-3962
(416)314-3975 (Judges' Secretaries)
(416)314-3973 (Justices of the Peace)
Fax (416)314-3982 (Criminal Office)
8:30 - 5:00 


ONTARIO COURT OF JUSTICE,
CRIMINAL - SCARBOROUGH
1911 Eglinton Ave E
Scarborough M1L 4P4
General Inquiry (416)325-0982
(416)325-0354 (Justice of the Peace)
(416)325-0861 (Judges' Secretaries)
Fax (416)325-0960 (Criminal Office)
8:30 - 5:00 

ONTARIO COURT OF JUSTICE,
CRIMINAL - TORONTO
Old City Hall
60 Queen St W
Toronto M5H 2M4
(416)327-5878 (Accounting & Enforcement)
(416)327-5614 (Court Support)
(416)327-6171 (Courtroom Clerks)
(416)327-6172 (Courtroom Clerks)
(416)314-9701 (Probation & Parole)
(416)327-6064 (Provincial Crowns' Office)
(416)327-5774 (Provincial Prosecutors'
Office)
(416)327-6297 (Records Office)
(416)327-5959 (Victim Witness Assistance
Program)
(416)326-6541 (Mental Health Court Program)
(416)598-0200x4356 (Legal Aid Office)
(416)952-9189 (Federal Crowns' Office)
(416)327-5609 (Court Reporters)
(416)327-5907 (Judges' Secretaries)
(416)327-5179 (Justices of the Peace)
(416)861-1900 (Native Court Worker)

Fax (416)327-5893 (Court Support)
 Fax (416)954-9042 (Federal Crowns' Office)
 Fax (416)327-6222 (Court Reporters)
 Fax (416)326-6544 (Mental Health Court Program)
 Fax (416)327-7630 (Victim Witness Assistance Program)
 Fax (416)327-5787 (Provincial Prosecutors' Office)
 Fax (416)327-6068 (Provincial Crowns' Office)
 Fax (416)327-6813 (Courtroom Clerks)
 8:30 - 5:00 

ONTARIO COURT OF JUSTICE, FAMILY - NORTH YORK


3rd Flr, 47 Sheppard Ave E
Toronto M2N 5N1

General Inquiry (416)326-3592
 (416)326-7758 (Judges' Secretaries)
 Fax (416)326-3569 (Family Office)
 8:30 - 5:00 

ONTARIO COURT OF JUSTICE, FAMILY - SCARBOROUGH

1911 Eglinton Ave E


Scarborough M1L 2L6

General Inquiry (416)325-0976
 (416)325-0354 (Justices of the Peace)
 (416)325-0861 (Judges' Secretaries)
 Fax (416)325-0960 (Family Office)
 8:30 - 5:00 

ONTARIO COURTS OF JUSTICE, FAMILY - TORONTO

311 Jarvis St

Toronto M5B 2C4


General Inquiry (416)327-6857
 (416)327-6879 (Youth Criminal Justice)
 (416)327-6868 (Family Case Management)
 (416)327-6987 (Mediation)
 (416)327-6891 (Judges' Secretaries)
 Fax (416)327-6980 (Family Case Management)
 Fax (416)324-6964 (Youth Criminal Justice)
 Fax (416)327-3634 (General Inquiry)
 8:30 - 5:00 

PROVINCIAL PROSECUTORS OFFICE

Old City Hall

60 Queen St W

Toronto M5H 2M4

General Inquiry (416)327-5774
 Fax (416)327-5787
 8:30 - 5:00 


SUPERIOR COURT OF JUSTICE - ASSESSMENTS

10th Flr, 393 University Ave

Toronto M5G 1E6

General Inquiry (416)327-5121

Fax (416)327-6228

8:30 - 5:00 


SUPERIOR COURT OF JUSTICE - CIVIL INTAKE

10th Flr, 393 University Ave

Toronto M5G 1E6

(416)327-6186 (Case Management Procedural Line)

(416)327-0363 (Simplified Rules Procedural Line)

8:30 - 5:00 

SUPERIOR COURT OF JUSTICE - COMMERCIAL/BANKRUPTCY OFFICE


10th Flr, 393 University Ave

Toronto M5G 1E6

(416)327-5044 (Bankruptcy Office)

(416)327-5043 (Commercial Office)

Fax (416)327-6228 (Bankruptcy & Commercial Office)

8:30 - 5:00 


SUPERIOR COURT OF JUSTICE - COURT INTERPRETERS/TRANSLATION

Rm 512, 361 University Ave

Toronto M5G 1T3

General Inquiry (416)327-5014

Fax (416)327-6496

8:30 - 5:00 


SUPERIOR COURT OF JUSTICE - COURT REPORTERS

Rm 315, 361 University Ave

Toronto M5G 1T3

General Inquiry (416)327-5550

Fax (416)327-5886

8:30 - 5:00 

SUPERIOR COURT OF JUSTICE - ENFORCEMENT OFFICE


The Atrium

4th Flr, 40 Dundas St W


Toronto M5G 2G2

General Inquiry (416)327-5600


Fax (416)327-5498

8:30 - 5:00 


**SUPERIOR COURT OF JUSTICE -
ESTATES**

10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)326-2940
Fax (416)326-2939
8:30 - 5:00 


**SUPERIOR COURT OF JUSTICE -
FINANCE**

10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5575
Fax (416)327-5272
8:30 - 5:00 


**SUPERIOR COURT OF JUSTICE -
HEARINGS UNIT**

Rm 168, 361 University Ave
Toronto M5G 1T3
(416)327-5121 (Hearings Assessments
Coordinator)
8:30 - 5:00 


**SUPERIOR COURT OF JUSTICE -
JUDGES' ADMINISTRATION**

3rd Flr, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5284
Fax (416)327-5417
8:30 - 5:00 


**SUPERIOR COURT OF JUSTICE -
JUDICIAL MOTIONS AND SCHEDULING**

10th Flr, 393 University Ave
Toronto M5G 1E6
(416)327-5535 (Scheduling)
Fax (416)327-5484 (Motions/Application
Confirmations)
Fax (416)327-9470 (Scheduling)
8:30 - 5:00 


**SUPERIOR COURT OF JUSTICE - JURY
OFFICE**

Rm 167, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5999
Fax (416)327-5885
8:30 - 5:00 


**SUPERIOR COURT OF JUSTICE -
MANDATORY MEDIATION**

19th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-1361
Fax (416)314-1360
8:30 - 5:00 


**SUPERIOR COURT OF JUSTICE -
MASTERS OFFICE**

6th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5482
Fax (416)327-6405 (Traditional Masters)
Fax (416)326-5416 (Case Management
Masters)
8:30 - 5:00 


**SUPERIOR COURT OF JUSTICE -
RECORDS OFFICE**

10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-0605
Fax (416)327-0900
8:30 - 5:00 


**SUPERIOR COURT OF JUSTICE -
TRANSITION UNIT**

19th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-3786
Fax (416)327-4350
8:30 - 5:00 


**SUPERIOR COURT OF JUSTICE - WRITS
OFFICE**


The Atrium
4th Flr, 40 Dundas St W
Toronto M5G 2G2
General Inquiry (416)327-6860
Fax (416)327-5885
8:30 - 5:00 


**SUPERIOR COURT OF JUSTICE,
CRIMINAL**

Rm 241, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5917
Fax (416)327-6496
8:30 - 5:00 

**SUPERIOR COURT OF JUSTICE,
CRIMINAL - COURT SUPPORT**


Rm 508, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5558
Fax (416)326-3021
8:30 - 5:00 


SUPERIOR COURT OF JUSTICE, FAMILY
 10th Flr, 393 University Ave
Toronto M5G 1E6
 (416)327-5542 (Family Intake)
 (416)314-1996 (Family Law Information
 Centre)
 Fax (416)327-6137 (Family Intake)
 8:30 - 5:00 

**SUPERIOR COURT OF JUSTICE, SMALL
 CLAIMS**
 3rd Flr, 47 Sheppard Ave E
Toronto M2N 5N1
 General Inquiry (416)326-3554
 Fax (416)325-8912
 8:30 - 5:00 


WELLINGTON COUNTY

**ONTARIO COURT OF JUSTICE,
 CRIMINAL - GUELPH**
 36 Wyndham St S
Guelph N1H 7J5
 General Inquiry (519)836-2501
 Fax (519)837-6302
 8:30 - 5:00


**ONTARIO COURT OF JUSTICE, FAMILY -
 GUELPH**
 74 Woolwich St
Guelph N1H 3T9
 General Inquiry (519)824-4100
 (519)822-7961 (Ontario Court of Justice,
 Family)
 Fax (519)824-5449
 8:30 - 5:00 


**SUPERIOR COURT OF JUSTICE, SMALL
 CLAIMS - GUELPH**
 74 Woolwich St
Guelph N1H 3T9
 General Inquiry (519)824-4100
 (519)824-4169 (Small Claims)
 (519)824-4430 (Enforcement Office)
 Fax (519)824-5449
 8:30 - 5:00 

YORK REGION

**ONTARIO COURT OF JUSTICE,
 CRIMINAL - NEWMARKET**
 2nd Flr, 50 Eagle St W
Newmarket L3Y 6B1
 General Inquiry (905)853-4801
 Fax (905)853-4869
 8:30 - 5:00 


**SUPERIOR COURT OF JUSTICE -
 NEWMARKET**
 3rd Flr, 50 Eagle St W
Newmarket L3Y 6B1
 (905)853-4811 (Court Support Office)
 Fax (905)853-4813 (Court Support Office)
 8:30 - 5:00

**SUPERIOR COURT OF JUSTICE, CIVIL,
 DIVISIONAL, FAMILY, SMALL CLAIMS,
 FINANCE, ENFORCEMENT -
 NEWMARKET**
 2nd Flr, 50 Eagle St W
Newmarket L3Y 6B1
 General Inquiry (905)853-4809
 (905)853-4809x6219 (Finance Office)
 (905)853-4809x6224 (Finance Office)
 (905)853-4811 (Court Support Office)
 (905)853-4809 (Estates Office Enforcement
 Office)
 Fax (905)853-4864 (Enforcement Finance)
 Fax (905)853-4809 (Estates)
 Fax (905)853-4813 (Court Support)
 8:30 - 5:00 

**SUPERIOR COURT OF JUSTICE, SMALL
 CLAIMS - RICHMOND HILL**
 855 Major MacKenzie Dr E
Richmond Hill L4B 4C6
 General Inquiry (905)737-4416
 Fax (905)737-0199
 8:30 - 5:00 

COURTS OF JUSTICE


COURT OF APPEAL FOR ONTARIO

Osgoode Hall
130 Queen St W
Toronto M5H 2N5
General Inquiry (416)327-5020
(416)327-5101 (Osgoode Hall, Judges' Reception)
Fax (416)327-5032 (Intake Office)
Fax (416)327-6256 (Appeal Scheduling)
8:30 - 5:00 

The **Court of Appeal** for Ontario is the highest appellate court in the province. It hears **criminal** and **civil** appeals and sits primarily in Toronto.

ONTARIO COURT OF JUSTICE


CHIEF JUSTICE OF THE ONTARIO COURT OF JUSTICE

Suite 2600, 1 Queen St E
PO Box 91
Toronto M5C 2W5
General Inquiry (416)327-5660
Fax (416)326-4787
8:30 - 4:45 

The Ontario **Court** of Justice has jurisdiction in **criminal** cases, significant aspects of **Family** Law, and matters involving Provincial **Offences**. In criminal cases, the Court renders the final disposition in most matters under the **Criminal Code of Canada** and other federal statutes, including the Youth Criminal Justice Act. For information regarding **bail hearings** and bail release procedures, contact the appropriate court office; in Toronto, the number is (416) 327-5614. The Court also renders final disposition for offences under the provincial statutes and regulations of Ontario and municipal by-laws. For inquiries on payment of **fines** other than parking fines, call the administrative office of the Ontario Court of Justice in Toronto at (416) 338-7320.

SUPERIOR COURT OF JUSTICE


CHIEF JUSTICE OF THE SUPERIOR COURT OF JUSTICE

Osgoode Hall
130 Queen St W
Toronto M5H 2N5
General Inquiry (416)327-5000
(416)327-5284 (361 University Ave 6th Flr)
Fax (416)327-7211
Fax (416)326-2224 (361 University Ave 6th Flr)
8:30 - 5:00 

The Superior **Court** of Justice has jurisdiction in both **criminal** and **civil** cases. The court hears proceedings pursuant to a variety of statutes, including the Family Law Act and Mental Incompetency Act. The **Enforcement** offices carry out orders of this court, arising out of civil proceedings. Responsibilities include summoning jurors for **jury** duty and enforcing **writs** of execution. The court handles contested **claims** against **estates**, will **trials** and applications to prove the validity and contents, estate and trust **audits**, interpretation and variations of **wills**/trusts and all proceedings relating to mental incompetency. **Certificates of Appointment** of an Estate Trustee with respect to the estates of persons who die are given by the court. The Small Claims Court


provides a convenient way to settle disputes over goods and services for amounts not exceeding \$10,000.

CRIMINAL LAW DIVISION

6th Flr, 720 Bay St
 Toronto M5G 2K1
 General Inquiry (416)326-2615
 (416)326-2400 (9th Flr)
 (416)326-4600 (10th Flr)
 Fax (416)326-2423 (9th Flr)
 Fax (416)326-4656 (10th Flr)
 Fax (416)326-2063 (6th Flr) 


The **Criminal** Law Division provides legal representation for the **Crown** in right of Ontario in all criminal matters. It is responsible for the **prosecution** of criminal cases before all courts in the province and for the carriage of all criminal appeals in the Ontario Court of Appeal and the Supreme Court of Canada. The division supervises and coordinates the Crown Attorneys in the 49 judicial districts and the Crown Counsel in the Crown Law Office - Criminal.

DIRECTORS OF CROWN OPERATIONS

CENTRAL EAST REGION
 Suite 201, 1091 Gorham St
Newmarket L3Y 7V1
 General Inquiry (905)836-5624
 Fax (905)836-5620 


DURHAM
 Suite 300, 3000 Garden St
Whitby L1R 2G6
 General Inquiry (905)430-4150
 Fax (905)430-4151

MUSKOKA
 Courthouse
 2nd Flr, 3A Dominion St
Bracebridge P1L 2G2
 General Inquiry (705)645-2411
 Fax (705)645-3422


NORTHUMBERLAND
 2 King St E
Cobourg K9A 1K7
 General Inquiry (905)372-8784
 Fax (905)372-1040
 8:30 - 5:00 


PETERBOROUGH
 Provincial Court Bldg
 70 Simcoe St
Peterborough K9H 7G9
 General Inquiry (705)876-3848
 Fax (705)876-9862

SIMCOE
 Courthouse
 114 Worsley St
Barrie L4M 1M1
 General Inquiry (705)739-6188
 Fax (705)739-6551

VICTORIA AND HALIBURTON
 440 Kent St W
Lindsay K9V 6H3
 General Inquiry (705)324-1420
 Fax (705)324-1421
 8:30 - 5:00 

YORK REGION
 Courthouse
 2nd Flr, 50 Eagle St W
Newmarket L3Y 6B1
 General Inquiry (905)853-4800
 Fax (905)853-4849

CENTRAL WEST REGION
 Courthouse
 Suite 400, 45 Main St E
Hamilton L8N 2B7
 General Inquiry (905)645-5338
 Fax (905)645-5376
 8:30 - 5:00 

BRANT
 Courthouse
 2nd Flr, 44 Queen St
Brantford N3T 3B4
 General Inquiry (519)758-3480
 Fax (519)758-3481 

DUFFERIN

Courthouse
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-4471
Fax (519)941-2330

HALDIMAND

Courthouse
55 Munsee St N
PO Box 309
Cayuga N0A 1E0
General Inquiry (905)772-5043
Fax (905)772-3494

HALTON

Courthouse
2nd Flr, 491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-7291
Fax (905)693-3036

HAMILTON

Courthouse
Suite 441, 45 Main St E
Hamilton L8N 2B7
General Inquiry (905)645-5262
Fax (905)645-5261

NIAGARA NORTH

Courthouse
3rd Flr, 59 Church St
PO Box 788
St Catharines L2R 7N8
General Inquiry (905)685-4293
Fax (905)685-5565

NIAGARA SOUTH

Courthouse
2nd Flr, 102 East Main St
Welland L3B 3W5
General Inquiry (905)732-1327
Fax (905)732-0223


NORFOLK

Justice Bldg
Level 4, 530 Queensway W
PO Box 605
Simcoe N3Y 4N4
General Inquiry (519)426-5920
Fax (519)426-6301


PEEL

Courthouse
Suite 100 & 506, 7755 Hurontario St
Brampton L6W 4T6
General Inquiry (905)456-4777
Fax (905)456-4780

EAST REGION

Courthouse
Suite 3225, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1222
Fax (613)239-1420 

FRONTENAC

County Courthouse
5 Court St
Kingston K7L 2N4
General Inquiry (613)548-6220
Fax (613)548-6692 

HASTINGS

2nd Flr, 257 Pinnacle St
Belleville K8N 3B2
General Inquiry (613)962-0772
Fax (613)968-6095

LANARK

30 Foster St
Perth K7H 1R7
General Inquiry (613)264-1900
Fax (613)264-0856

LEEDS AND GRENVILLE

County Courthouse
550 King St W
Brockville K6V 5V5
General Inquiry (613)342-2034
Fax (613)345-2116

LENNOX AND ADDINGTON

County Memorial Bldg
Main Flr, 41 Dundas St W
Napanee K7R 1Z5
General Inquiry (613)354-2144
Fax (613)354-7189

OTTAWA

Courthouse
Suite 3045, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1200
Fax (613)239-1214

PRESCOTT AND RUSSELL

Courthouse
16 Court St
PO Box 299
L'Orignal K0B 1K0
General Inquiry (613)675-4460
Fax (613)675-1632

PRINCE EDWARD

Suite 201, 172 Main St

Picton K0K 2T0

General Inquiry (613)476-6267

Fax (613)476-8272

RENFREW COUNTY

Suite 200, 77 Mary St

Pembroke K8A 5V4

General Inquiry (613)732-2261

Fax (613)735-2843

STORMONT DUNDAS AND GLENGARRY

Courthouse

29 2nd St W

Cornwall K6J 1G3

General Inquiry (613)932-5903

Fax (613)936-2157

NORTH REGION

Suite 501, 159 Cedar St

Sudbury P3E 6A5

General Inquiry (705)564-7674

Fax (705)564-7664

ALGOMA

Courthouse

445 Albert St E

Sault Ste Marie P6A 2J9

General Inquiry (705)945-8001

Fax (705)942-6060

COCHRANE NORTH (KAPUSKASING)

Suite 32, 25 Brunetville Rd

Kapuskasing P5N 2E9

General Inquiry (705)335-6184

Fax (705)335-3585 (Kapuskasing Office)

COCHRANE SOUTH (TIMMINS)

289 Fifth Ave

Timmins P4N 5L5

General Inquiry (705)264-5234

Fax (705)268-7588

KENORA (DRYDEN)

Ontario Government Bldg

Main Flr, 479 Government Rd

PO Box 3000

Dryden P8N 3B3

General Inquiry (807)223-3351

Fax (807)223-5746


KENORA COURTHOUSE

Courthouse

Main Flr, 216 Water St

Kenora P9N 1S4

General Inquiry (807)468-2835

Fax (807)468-2840 **MANITOULIN**

Courthouse

27 Phipps St

PO Box 619

Gore Bay P0P 1H0

General Inquiry (705)282-0194

Fax (705)282-0197

8:30 - 4:45

NIPISSING

Courthouse

360 Plouffe St

North Bay P1B 9L5

General Inquiry (705)495-8313

Fax (705)495-8363

PARRY SOUND

Courthouse

89 James St

Parry Sound P2A 1T7

General Inquiry (705)746-2331

Fax (705)746-6361

RAINY RIVER

Courthouse

Main Flr, 333 Church St

Fort Frances P9A 1C9

General Inquiry (807)274-9825

Fax (807)274-2521

SUDBURY

Courthouse

155 Elm St

Sudbury P3C 1T9

General Inquiry (705)564-7698

Fax (705)564-7690

TEMISKAMING

Courthouse

393 Main St

PO Box 369

Haileybury P0J 1K0

General Inquiry (705)672-3308

Fax (705)672-5672

THUNDER BAY


Superior Court of Justice Courthouse

2nd Flr, 277 Camelot St

Thunder Bay P7A 4B3

General Inquiry (807)343-2720

Fax (807)343-2745

8:30 - 5:00 


THUNDER BAY (ONTARIO COURT OF JUSTICE)

2nd Flr, 1825 East Arthur St

Thunder Bay P7E 5N7

General Inquiry (807)625-1620


Fax (807)625-1618

8:30 - 5:00 **TORONTO REGION**

6th Flr, 720 Bay St

Toronto M5G 2K1

General Inquiry (416)326-4487

Fax (416)326-4488 **DOWNTOWN TORONTO**

New Courthouse

Rm 101, 361 University Ave

Toronto M5G 1Y1

General Inquiry (416)327-5942

Fax (416)327-6056

NORTH YORK

2nd Flr Suite 105, 1000 Finch Ave W

Downsview M3J 2V5

General Inquiry (416)314-4222

Fax (416)314-4234

SCARBOROUGH

1911 Eglinton Ave E

Scarborough M1L 2L8

General Inquiry (416)325-0342

Fax (416)325-0353

TORONTO

2201 Finch Ave W

Toronto M9M 2Y9

General Inquiry (416)314-3936

Fax (416)314-3949


WEST REGION

Suite 202, 150 Dufferin Ave

London N6A 5N6

General Inquiry (519)660-2400

Fax (519)661-2887

8:15 - 5:00 **BRUCE**

Courthouse

1st Flr Rm 102, 215 Cayley St

Walkerton N0G 2V0

General Inquiry (519)881-0432

Fax (519)881-0280

ELGIN

Courthouse

4 Wellington St

St Thomas N5R 2P2

General Inquiry (519)631-1506

Fax (519)633-9629

ESSEX

Ontario Court of Justice

5th Flr, 200 Chatham St E

Windsor N9A 2W3

General Inquiry (519)253-1104

Fax (519)253-1813


GREY

Court House

611 9th Ave E

Owen Sound N4K 6Z4

General Inquiry (519)370-2470

Fax (519)370-2476 **HURON**

Courthouse

3rd Flr, 1 The Square

Goderich N7A 1M2

General Inquiry (519)524-9272

Fax (519)524-7574 (Bluewater Office Equipment, 65 Hamilton St)

KENT


Courthouse

3rd Flr, Suite 315, 425 Grand Ave W

Chatham N7M 6M9

General Inquiry (519)355-2240

Fax (519)355-2241

8:30 - 5:00 **LAMBTON**

Courthouse

1st Flr Suite 100, 700 Christina St N

Sarnia N7V 3C2

General Inquiry (519)333-2980

Fax (519)333-2981

MIDDLESEX

Courthouse

Main Flr Unit B, 80 Dundas St

London N6A 6A2

General Inquiry (519)660-3003

Fax (519)660-3087

OXFORD

Courthouse

Main Flr, 415 Hunter St

Woodstock N4S 4G6

General Inquiry (519)537-2611

Fax (519)539-1060

PERTH

County Courthouse
1 Huron St
Stratford N5A 5S4
General Inquiry (519)271-4020
Fax (519)273-6840


WELLINGTON

Courthouse
74 Woolwich St
Guelph N1H 3T9
General Inquiry (519)822-1031
Fax (519)837-6301

WATERLOO


Courthouse
3rd Flr, 200 Fredrick St
Kitchener N2H 6P1
General Inquiry (519)741-3222
Fax (519)570-0031

FAMILY JUSTICE SERVICES DIVISION

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2504
Fax (416)314-2500
8:30 - 5:00 


The **Family** Justice Services Division (FJSD) oversees the administration, coordination and delivery of the ministry's social justice programs across Ontario. Programs include the Office of the Public Guardian and Trustee, the Children's Lawyer, Supervised Access and **Bail** Verification. It also has responsibility for the ministry's relationship to Legal Aid Ontario.

CHILDREN'S LAWYER

14th Flr, 393 University Ave
Toronto M5G 1W9
General Inquiry (416)314-8000
Fax (416)314-8050
8:30 - 5:00 


The Office of the **Children's Lawyer** (formerly the Official **Guardian**) investigates, advocates, protects and represents the personal and property rights and obligations of children under a **disability** at law, in proceedings before the courts and tribunals of Ontario. The Children's Lawyer provides legal services primarily for children under various legislation, including section 112 and 89 Courts of Justice Act, the Rules of Civil Procedure, the Child and Family Services Act and the Parens Patriae jurisdiction of the Superior Court of Justice.

LEGAL AID POLICY AND LIAISON

8th Flr, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-1234
Fax (416)326-3214
8:30 - 5:00 


Legal Aid Policy and Liaison is the government link to Legal Aid Ontario, which delivers legal aid services to the public.

LEGAL AID ONTARIO

Suite 404, 375 University Ave
Toronto M5G 2G1
General Inquiry (416)979-1446
Toll Free 1-800-668-8258
Fax (416)979-8669
www.legalaid.on.ca
8:30 - 5:00 

Legal Aid Ontario is an operational service agency responsible for the delivery of legal aid services in Ontario.

PROGRAM SUPPORT


8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2506
Fax (416)314-2500
8:30 - 5:00 

The unit supports the Assistant Deputy Attorney General and provides advice to all programs within the Family Justice Services Division. It coordinates the business planning exercise, develops the operational plan, monitors performance measures, tracks spending and provides corporate reports for the Family Justice Services Division.

Services offered to the Public:


Supervised Access Program

BAIL VERIFICATION AND SUPERVISION PROGRAM

8th Flr, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2509
8:30 - 5:00 

The Bail Verification and Supervision Program is delivered by transfer payment agencies in six locations across the province. Information provided by people accused of criminal offences is verified, to assist in determining suitability for bail and bail supervision. If suitable, the court may order supervision of persons by the Bail Program.

SUPERVISED ACCESS PROGRAM


7th Flr, 18 King St E
Toronto M5C 1C4
General Inquiry (416)212-2029
Fax (416)212-2032
www.attorneygeneral.jus.gov.on.ca/english/family/supaccess.asp
9:00 - 4:30 

The Ministry of the Attorney General provides **funding** to and coordinates supervised access centres in 52 Court Districts across the province. The centres provide a safe, neutral, child-focused setting for visits or exchanges between a child and non-custodial parent in situations where there are concerns about the safety and well-being of the custodial parent or child.

Services offered to the Public:


Supervised Access Program

PUBLIC GUARDIAN AND TRUSTEE

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
TTY (416)314-2687
Toll Free 1-800-366-0335
Fax (416)326-1366 (Executive)
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:30 - 5:00 


The Office of the Public **Guardian** and Trustee operates out of six offices located throughout the province to provide a variety of services, including: managing the financial and/or personal affairs of mentally incapable individuals pursuant to the Substitute Decisions Act where no one else is able to do so; making medical treatment decisions for mentally incapable people where no one else is able to do so; administering the estates of persons, who die without a will and without any family in Ontario; dealing with property owned by a dissolved Ontario corporation; investigating allegations of serious harm against vulnerable adults; as the Accountant of the Superior Court of Justice, retaining all money, mortgages and securities paid into or lodged with the Court on behalf of minors and litigants; protecting the public interest in charitable property.

CAPACITY ASSESSMENT OFFICE

Atrium on Bay
8th Flr, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)327-6766
Fax (416)327-6724
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:30 - 5:00 


The Capacity **Assessment** Office maintains a list of people qualified to conduct assessments of capacity in Ontario under the Substitute Decisions Act; administers a financial assistance program for people who require assistance in paying for an assessment; and provides training and information to assessors in Ontario.

CLIENT SERVICES DEPARTMENT

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Toll Free 1-800-366-0335
Fax (416)314-2619
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:30 - 5:00 


The Client Services Department provides intake for all Office of the Public **Guardian** and Trustee guardianship matters; investigates allegations of serious harm to mentally incapable adults; provides property and personal care guardianship services and associated asset administration; makes decisions about treatment and long-term admission under the Health Care Consent Act.

ESTATES ADMINISTRATION UNIT

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Toll Free 1-800-366-0335
Fax (416)314-2781
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:30 - 5:00 


Estates Administration Unit administers estates of persons who die intestate and without known heirs in the province, and the assets of dissolved **corporations**.

INVESTIGATIONS

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)327-6348
Toll Free 1-800-366-0335
Fax (416)314-2642 (Intake/Investigations)
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:30 - 5:00 


The **Investigation** Unit investigates allegations under the Substitute Decisions Act that someone may be incapable of managing thier property and/or personal care, and as such may be at risk of suffering serious adverse effets. The Investigation Unit also gathers information about Office of the Public Guardian and Trustee clients and potential estate trustee clients.

TREATMENT DECISIONS UNIT

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2788
Toll Free 1-800-387-2127
Fax (416)314-2637
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:30 - 5:00 


The Treatment Decisions Unit makes decisions about treatment and **long-term care** admissions under the Health Care Consent Act. It handles personal **guardianship** cases under the Substitute Decisions Act. Most of these services are also provided at the regional offices across Ontario as noted above.

INTAKE UNIT


Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)327-6683
Toll Free 1-800-366-0335
Fax (416)314-2642
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
8:30 - 4:30 


The Intake Unit opens all Office of the Public Guardian and Trustee client files under the Mental Health Act and Substitute Decisions Act. It maintains a registry of guardians.


PROPERTY GUARDIANSHIP SERVICES DEPARTMENT


Atrium on Bay
 8th Flr Suite 800, 595 Bay St
 Toronto M5G 2M6
 General Inquiry (416)314-2800
 Toll Free 1-800-366-0335
 Fax (416)314-2648
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
 8:30 - 5:00 


Property **Guardianship** Services Department delivers financial guardianship services to the Office of the Public Guardian and Trustee's mentally incapable clients in accordance with the Substitute Decisions Act, 1992. Services are provided at the field offices.


HAMILTON OFFICE
 9th Flr, 119 King St W
Hamilton L8P 4Y7
 General Inquiry (905)546-8300
 Toll Free 1-800-891-0502
 Fax (905)546-8301
 8:30 - 5:00 

LONDON OFFICE
 3rd Flr, 401 Clarence St
London N6A 3M6
 General Inquiry (519)660-3140
 Toll Free 1-800-891-0504
 Fax (519)660-3148
 8:30 - 5:00 


OTTAWA OFFICE
 3rd Flr, 244 Rideau St
Ottawa K1N 5Y3
 General Inquiry (613)241-1202
 Toll Free 1-800-891-0506
 Fax (613)241-1567
 8:30 - 5:00 

SUDBURY OFFICE
 Ontario Government Bldg
 Suite 602, 199 Larch St
Sudbury P3E 5P9
 General Inquiry (705)564-3185
 Toll Free 1-800-891-0503
 Fax (705)564-3193
 8:30 - 5:00 

THUNDER BAY
 Suite 101, 189 Red River Rd
Thunder Bay P7B 1A2
 General Inquiry (807)343-7230
 Toll Free 1-800-891-0503
 Fax (807)343-7223
 8:30 - 5:00 


TORONTO OFFICE
 Atrium on Bay
 8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
 General Inquiry (416)314-2800
 Toll Free 1-800-366-0335
 Fax (416)314-2231 (Client Services)
 Fax (416)314-2619 (Client Services)
 8:30 - 5:00 

ACCOUNTANT OF THE SUPERIOR COURT OF JUSTICE

Atrium on Bay
 8th Flr, 595 Bay St
 Toronto M5G 2M6
 General Inquiry (416)314-8692
 Fax (416)314-2481
www.attorneygeneral.jus.gov.on.ca/english/family/pgt
 8:30 - 5:00 


The Accountant of the Superior **Court** of Justice is responsible for funds, **mortgages** and securities that are paid into court pursuant to judgements and orders of the court under various statutes on behalf of **minors** and litigants.

LEGAL SERVICES - CHARITABLE PROPERTY

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)326-1963
Fax (416)326-1969 (Charities)
8:30 - 5:00 


Legal Services - **Charitable** Property unit monitors the use of charitable property in Ontario and inquiries into **complaints** about its misuse.

JUSTICE TECHNOLOGY SERVICES DIVISION

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-6950
Fax (416)326-1104
9:00 - 5:00 


The Justice Technology Services Division is responsible for Information Technology (IT) services and support to the Justice Enterprises - Ministry of the Attorney General and Ministry of Community Safety and Correctional Services and their external Justice partners - that enables transformation into a modern, effective and efficient justice system. Please refer to the Ministry of Community Safety and Correctional Services section for a complete division listing.

LEGAL SERVICES DIVISION

6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-0891
Fax (416)326-6996
8:30 - 5:00 


The Legal Services Division is responsible for the provision of legal advice and representation to Ontario Government ministries and certain agencies, boards and commissions. The Division contains diverse practice groups. The largest - Seconded Legal Services (SLS) - is comprised of 22 legal branches in ministries across the Government. The remainder of the Division is made up of centralized offices including Crown Law Office - Civil and the Constitutional Law Branch, as well as the Civil Remedies for Illicit Activities Office and the Legal Services Program Support Branch.

CIVIL REMEDIES FOR ILLICIT ACTIVITIES OFFICE

LuCliff Bldg
17th Flr Suite 1701, 700 Bay St
PO Box 175
Toronto M5G 1Z6
General Inquiry (416)212-0556
Fax (416)314-3714
9:00 - 5:00 


Civil Remedies for Illicit Activities Office is responsible for the **enforcement** of civil remedies to address unlawful activities.

CONSTITUTIONAL LAW BRANCH

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4460
Fax (416)326-4015
8:30 - 5:00 


The Constitutional Law Branch bears primary responsibility for advising the government on constitutional matters and conducting constitutional **litigation** on behalf of the government. Constitutional issues arise across the full range of matters in which the government is involved. They include the protections found under the Canadian Charter of **Rights** and Freedoms such as freedom of religion, expression, association and assembly, rights relating to equality, democratic elections, mobility of persons, the use of official languages in federal institutions and in education, as well as the rights held by an individual when faced with government or police investigation and prosecution. Constitutional issues also include disputes respecting the division of powers between the federal Parliament and provincial legislatures and the protection of **aboriginal** and treaty rights.

CROWN LAW OFFICE - CIVIL

8th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4008
Fax (416)326-4181
8:30 - 5:00 


Crown Law Office - **Civil** is responsible for providing civil **litigation**, aboriginal litigation and advisory services to the government. The members of the advisory services group act as solicitors for the ministry of the Attorney General and also provide legal advice to other ministries and agencies on a broad spectrum of legal issues with government-wide significance. Counsel in the litigation services group provide legal representation of the Crown, its ministries, agencies, boards and commissions in a wide variety of matters involving issues of public importance in all levels of courts. Counsel in the aboriginal group provide litigation and advisory services on a range of aboriginal issues including aboriginal title and rights claims.

LEGAL SERVICES PROGRAM SUPPORT BRANCH

6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4178
Fax (416)314-7926
9:00 - 5:00 

The Legal Services Program Support Branch provides strategic support to the legal services branches in all ministries and a number of agencies, in achieving business goals and program initiatives. It provides direction in the areas of legal planning and division policy development, communications, strategic, operational and resource planning, technology and workforce planning.

LAW LIBRARY


Main Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4566
Fax (416)326-4562
9:00 - 5:00 

The Ministry of the Attorney General Law **Library** provides circulation, reference and inter-library loan services to ministry employees and maintains a collection of legal texts, journals, reporters and legislation to support the information needs of the ministry.

SECONDED LEGAL SERVICES BRANCHES

Seconded Legal Services Branches provide in-house legal advice and services to Ontario Government ministries and certain agencies, boards and commissions. There are 22 legal branches located on-site with individual client ministries, with additional offices at some agencies, boards and commissions. The branches provide solicitor and counsel work in support of the very broad and varied range of programs and services provided by the Government.

WALKERTON LEGAL PROJECTS

Suite 301, 700 Bay St
PO Box 222
Toronto M5G 1Z6
General Inquiry (416)326-6689
Fax (416)212-0696
9:00 - 5:00 


Legal Services Division's role for the Ministry is to coordinate representation for the province in its response to the tragic situation in Walkerton. The Division's duties include: coordinating all interministerial activity for the involved ministries and agencies, primarily the Document Management System and supporting the Settlement **Compensation** Plan.

LEGISLATIVE COUNSEL

Whitney Block
Suite 3600, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)326-2841
Fax (416)326-2806
8:00 - 5:00


The **Legislative** Counsel office provides legislative services to Ministers of the Crown, Members of the Legislature, government and agencies, and applicants for private **bills**. It also provides drafting services for bills and **regulations**, preparation of annual statute books, filing and publication of Ontario regulations, and the **translation** and publication of regulations in **French**.

ONTARIO VICTIM SERVICES SECRETARIAT

7th Flr, 18 King St E
Toronto M5C 1C4
General Inquiry (416)325-3265
Fax (416)326-3205
8:30 - 5:00 


The Ontario **Victim** Services Secretariat (OVSS) provides leadership across the OPS in policy development, program design and frontline service delivery for victims of **crime**. It also integrates justice-related issues within a broad spectrum of social and economic matters. The OVSS also works with other divisions within the Ministry of the Attorney General, other ministries and with 235 community organizations to ensure that victim services are effective, coordinated and meet the diverse needs of victims in Ontario. It also has responsibility for the ministry's relationship with the Criminal Injuries Compensation Board and the Office for Victims of Crime.

CORPORATE SERVICES

7th Flr, 18 King St E
Toronto M5C 1C4
General Inquiry (416)325-3265
Fax (416)212-1091
8:30 - 5:00 


The Corporate Services is responsible for business and fiscal planning, human resources and technology coordination for the Secretariat.

POLICY AND PROGRAM DEVELOPMENT BRANCH

7th Flr, 18 King St E
Toronto M5C 1C4
General Inquiry (416)325-3265
Fax (416)212-1091
8:30 - 5:00 


The Policy and Program Development Branch is responsible for strategic planning and priority setting, leading policy development to address victimization, and for developing new programs to advance victim services in Ontario.

PROGRAMS AND COMMUNITY DEVELOPMENT BRANCH


7th Flr, 18 King St E
Toronto M5C 1C4
General Inquiry (416)326-2477
Fax (416)212-1091
8:30 - 5:00 

The Programs and Community Development Branch provides oversight and support to delivery of services for victims of crime across the province.


CENTRAL REGION OVSS OFFICE

Lower Level, 17070 Yonge St
Newmarket L3Y 6W4
General Inquiry (905)853-4852
Fax (905)853-4863
8:30 - 5:00 


SIMCOE COUNTY VWAP

114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6560
Fax (705)739-6603
8:30 - 5:00 


DURHAM REGION VWAP

Suite 212, 3000 Garden St
Whitby L1R 2G6
General Inquiry (905)430-4170
Fax (905)430-4161
8:30 - 5:00 


YORK REGION VWAP

50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)853-4818
Fax (905)853-4883
8:30 - 5:00 

PETERBOROUGH VWAP

Suite 205, 311 George St N
Peterborough K9J 3H3
General Inquiry (705)755-5150
Fax (705)755-5155
8:30 - 5:00 

CENTRAL WEST REGION OVSS OFFICE

4th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7590
Fax (905)521-7450
8:30 - 5:00 


BRAMPTON VWAP

5th Flr Suite 100, 7755 Hurontario St

Brampton L6W 4T6

General Inquiry (905)456-4797

Fax (905)456-4796


8:30 - 5:00 **ORANGEVILLE SATELLITE**

10 Louisa St

Orangeville L9W 3P9

General Inquiry (519)941-7132

Fax (519)941-9908


8:30 - 5:00 **BRANTFORD VWAP**

80 Wellington St

Brantford N3T 2L9

General Inquiry (519)752-5725

Fax (519)752-7682


8:30 - 5:00 **HAMILTON VWAP**

Suite 478, 45 Main St E

Hamilton L8N 2B7

General Inquiry (905)645-5272

Fax (905)645-5271


8:30 - 5:00 **KITCHENER VWAP**

Suite 3033, 200 Frederick St

Kitchener N2H 6P1

General Inquiry (519)741-3351

Fax (519)741-3347


8:30 - 5:00 **CAMBRIDGE SATELLITE**

89 Main St

Cambridge N1R 1W1

General Inquiry (519)740-5991

Fax (519)623-2593


8:30 - 4:30 **MILTON VWAP**

Rm 235, 491 Steeles Ave E

Milton L9T 1Y7

General Inquiry (905)878-6292

Fax (905)693-4203


8:30 - 5:00 **ST CATHARINES VWAP**

Rm 1020, 59 Church St

St Catharines L2R 7N8

General Inquiry (905)685-2671

Fax (905)685-2673


8:30 - 5:00 **WELLAND SATELLITE**

102 East Main St

Welland L3B 3W6

General Inquiry (905)735-4326

Fax (905)735-4329


8:30 - 4:30 **EAST REGION OVSS OFFICE**

14th Flr Suite 1400, 150 Metcalfe St

Ottawa K2P 1P1

General Inquiry (613)239-0392

Fax (613)239-0691

8:30 - 5:00 **KINGSTON REGIONAL SATELLITE**

South Cottage, 14 Gable Lane

Kingston K7M 9A7

General Inquiry (613)548-3370

Fax (613)547-0021


8:30 - 5:00 **VWAP OFFICES****BELLEVILLE VWAP**

2nd Flr, 15 Victoria St

Belleville K8N 1Z5

General Inquiry (613)962-3005

Fax (613)962-3225

8:30 - 5:00 **PICTON SATELLITE**

172 Main St

Picton K0K 2T0

General Inquiry (613)962-3005

8:30 - 4:30 **BROCKVILLE VWAP**

550 King St W

Brockville K6V 3T2

General Inquiry (613)342-2596

Fax (613)342-7039

8:30 - 5:00


CORNWALL VWAP

216 - 218 Pitt St

Cornwall K6J 3P8

General Inquiry (613)933-7744

Fax (613)933-6778


8:30 - 5:00 **KINGSTON VWAP**

2nd Flr, 279 Wellington St

Kingston K7K 6E1

General Inquiry (613)548-6213

Fax (613)548-6207


8:30 - 5:00 

NAPANEE SATELLITE

41 Dundas St W

Napanee K7R 1Z5

General Inquiry (613)354-6279

8:30 - 4:30 

L'ORIGINAL VWAP


14 Court St

PO Box 300

L'Orignal K0B 1K0

General Inquiry (613)675-1991

Fax (613)675-2772

8:30 - 5:00 


OTTAWA VWAP

Rm 1004, 161 Elgin St

Ottawa K2P 2K1

General Inquiry (613)239-1229

Fax (613)239-1473

8:30 - 5:00 


PEMBROKE VWAP

Suite 302, 77 Mary St

Pembroke K8A 5V4

General Inquiry (613)732-2035

Fax (613)732-1491

8:30 - 5:00 

PERTH VWAP


43 Drummond St E

PO Box 1400

Perth K7H 1G1

General Inquiry (613)264-8387

Fax (613)264-9014

8:30 - 5:00 


NORTH REGION OVSS OFFICE

Suite 505, 159 Cedar St

Sudbury P3E 6A5

General Inquiry (705)564-7370

Fax (705)564-7268

8:30 - 5:00 


THUNDER BAY REGIONAL SATELLITE

Suite 200, 189 Red River Rd

Thunder Bay P7B 1A2

General Inquiry (807)343-7676

Fax (807)345-0107

8:30 - 4:30 

VWAP OFFICES


KENORA VWAP

216 Water St

Kenora P9N 1S4

General Inquiry (807)468-2839

Fax (807)468-2888

8:30 - 5:00 

DRYDEN SATELLITE


479 Government Rd

PO Box 3000

Dryden P8N 3B3

General Inquiry (807)223-7310

Fax (807)223-7332

8:30 - 5:00 


NORTH BAY VWAP

360 Plouffe St

North Bay P1B 9L5

General Inquiry (705)495-8339

Fax (705)495-8336

8:30 - 5:00 


SAULT STE MARIE VWAP

Suite 204, 123 March St

Sault Ste Marie P6A 2Z5

General Inquiry (705)946-6567

Fax (705)946-6566

8:30 - 5:00 


SUDBURY VWAP

Suite 206, 144 Pine St

Sudbury P3C 1X9

General Inquiry (705)564-7694

Fax (705)564-7695

8:30 - 5:00 

GORE BAY SATELLITE

27 Phipps St

Gore Bay P0P 1H0

General Inquiry (705)282-1923

Fax (705)282-1922

8:30 - 5:00


THUNDER BAY VWAP

2nd Flr, 1805 East Arthur St

Thunder Bay P7E 5N7

General Inquiry (807)625-1627

Fax (807)622-1826

8:30 - 5:00 


TORONTO REGION OVSS OFFICE

Suite 800, 335 Bay St

Toronto M5H 2R3

General Inquiry (416)212-1310

Fax (416)212-1311

8:30 - 5:00 

TORONTO - 361 UNIVERSITY VWAP
Rm 170, 361 University Ave
Toronto M5G 1Y1
General Inquiry (416)327-5946
Fax (416)327-6373
8:30 - 5:00 ♿

TORONTO - COLLEGE PARK VWAP
Rm 281, 444 Yonge St
Toronto M5B 2H4
General Inquiry (416)325-6117
Fax (416)325-7384
8:30 - 5:00 ♿

TORONTO - CROWN LAW - CRIMINAL
VWAP
10th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)325-1668
Fax (416)212-6771
8:30 - 5:00 ♿

TORONTO - ETOBICOKE VWAP
Rm 302, 2201 Finch Ave. W
Toronto M9M 2Y9
General Inquiry (416)314-3944
Fax (416)314-3974
8:30 - 5:00 ♿

TORONTO - NORTH YORK VWAP
1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-0009
Fax (416)314-0573
8:30 - 5:00 ♿

TORONTO - OLD CITY HALL VWAP
Rm 370, 60 Queen St W
Toronto M5H 2M4
General Inquiry (416)327-5959
Fax (416)327-7630
8:30 - 5:00 ♿

311 JARVIS STREET SATELLITE
311 Jarvis St
Toronto M5B 2C4
General Inquiry (416)212-1452
Fax (416)212-1453
8:30 - 5:00 ♿

TORONTO - SCARBOROUGH VWAP
1911 Eglinton Ave E
Scarborough M1L 2L8
General Inquiry (416)325-0351
Fax (416)325-8564
8:30 - 5:00 ♿

WEST REGION OVSS OFFICE
900 Highbury Ave
London N5Y 1A4
General Inquiry (519)453-8973
Fax (519)453-4566
8:30 - 5:00 ♿

CHATHAM VWAP
Municipality of Chatham Kent Courthouse
Suite 325, 425 Grand Ave W
Chatham N7M 6M9
General Inquiry (519)355-2216
Fax (519)355-2217
8:30 - 5:00 ♿

LONDON VWAP
Ground Flr Unit B, 80 Dundas St
London N6A 6A2
General Inquiry (519)660-3041
Fax (519)660-2299
8:30 - 5:00 ♿


ST THOMAS SATELLITE
30 St Catharine St
PO Box 310 Stn Main
St Thomas N5P 3T9
General Inquiry (519)633-1920
Fax (519)633-2311
8:30 - 4:30 ♿


WOODSTOCK SATELLITE
75 Graham St
Woodstock N4S 6J8
General Inquiry (519)421-3903
Fax (519)421-3505
8:30 - 4:30 ♿


OWEN SOUND VWAP
611 - 9th Ave E
Owen Sound N6K 6Z4
General Inquiry (519)376-8927
Toll Free 1-866-259-4823
Fax (519)376-0865
8:30 - 5:00 ♿

WALKERTON SATELLITE
2nd Flr, 215 Cayley St
PO Box 1529
Walkerton N0G 2V0
General Inquiry (519)881-3882
Fax (519)881-1597
8:30 - 5:00 ♿


WALKERTON SPECIAL PROSECUTION
PROJECT SATELLITE
Suite 200, 220 Trillium Crt
Walkerton N0G 2V0
General Inquiry (519)881-4063
Fax (519)881-2487
8:30 - 4:30 

SARNIA VWAP
Suite 101 B, 700 North Christina St
Sarnia N7S 3C2
General Inquiry (519)337-1766
Toll Free 1-866-383-7770
Fax (519)337-3620
8:30 - 5:00 

STRATFORD VWAP
5 Huron St
Stratford N5A 5S4
General Inquiry (519)271-5221
Toll Free 1-888-915-1400
Fax (519)271-8557
8:30 - 5:00 

WINDSOR VWAP
Level 5, 200 Chatham St E
Windsor N9A 2W3
General Inquiry (519)253-2897
Fax (519)254-2816
8:30 - 5:00 


SPECIAL INVESTIGATIONS UNIT

5090 Commerce Blvd
Mississauga L4W 5M4
General Inquiry (416)622-0748
(416)641-1879 (Shift Supervisor - Available between 1700 - 2200 hrs)
Toll Free 1-800-787-8529
Fax (416)622-2455
www.siu.on.ca
9:00 - 5:00 

The Special **Investigations** Unit is a civilian agency that investigates circumstances involving **police** and civilians which have resulted in serious injury, sexual **assault** or death. Under Part VII, Section 113 of the Police Services Act, the Director of the SIU has the sole authority to decide whether or not charges are warranted based on the findings of a complete investigation. The Director's decisions are reported to the Attorney General.

AGENCIES, BOARDS AND COMMISSIONS

CRIMINAL INJURIES COMPENSATION BOARD


4th Flr, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)326-2900
Toll Free 1-800-372-7463
Fax (416)326-2919
Fax (416)326-2883
8:30 - 5:00 

The **Criminal Injuries Compensation** Board provides compensation to eligible applicants when a person is injured or killed in Ontario as the result of an act of criminal **violence**.

Services offered to the Public:

Criminal Injuries Compensation Board

HUMAN RIGHTS TRIBUNAL OF ONTARIO


7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)314-0004
TTY (416)314-2379 (TTY/TDD)
Toll Free 1-800-668-3946
TTY Toll Free 1-800-424-1168 (TTY/TDD Toll Free)
Fax (416)314-8743
9:00 - 5:00 

The **Human Rights** Tribunal of Ontario is a tribunal established by the Human Rights Code to conduct **hearings** and decide complaints of discrimination, harassment and reprisal. The Ontario Human Rights Commission refers complaints to the Tribunal. The Tribunal encourages parties to participate in voluntary **mediation**. If that is unsuccessful, the case is scheduled for a hearing before an adjudicator. At the hearing the adjudicator determines whether a Code right of the complainant has been infringed, who infringed the right and the appropriate remedy.

Services offered to the Public:


Human Rights Tribunal of Ontario

JUDICIAL APPOINTMENTS ADVISORY COMMITTEE

3rd Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4060
Fax (416)212-7316
8:30 - 4:15 

The **Judicial Appointments** Advisory Committee was established under the Courts of Justice Act as an independent body to recommend to the Attorney General, candidates for appointment as Judges to the bench of the Ontario Court of Justice. There are 13 members on the Committee, 3 representing the Judiciary, 3 representing the legal community and 7 lay members are appointed by the Attorney General. The Judicial Appointments Advisory Committee is required to provide the Legislature with an annual report

OFFICE FOR VICTIMS OF CRIME

3rd Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)326-1682
Toll Free 1-877-435-7661
Fax (416)326-4497
8:30 - 5:00 

The Office for **Victims** of Crime is an advisory agency which provides advice to government on legislation, policy and practices relevant to victims of crime.

ONTARIO HUMAN RIGHTS COMMISSION

Dundas/Edward Ctr
7th Flr, 180 Dundas St W
Toronto M7A 2R9
(416)314-4500 (General Inquiries - other than complaints)
(416)314-4532 (Media Inquiries)
(416)326-9511 (Complaints, Referrals, General Inquiries within 416 & 905 Area Codes)
(416)314-0733 (General Inquiries - other than complaints)

TTY (416)314-6526 (TTY/TDD Complaints, Referrals, General Inquiries within 416 & 905 Area Codes)

Toll Free 1-800-387-9080 (Complaints, Referrals, General Inquiries)


TTY Toll Free 1-800-308-5561 (TTY/TDD Complaints, Referrals, General Inquiries)

Fax (416)314-4494 (General Inquiries - other than complaints)

Fax (416)326-9520 (Complaints, Referrals, General Inquiries)

Fax (416)314-4533 (Media Inquiries)

www.ohrc.on.ca

8:30 - 5:00 

The Ontario **Human Rights** Commission administers and enforces the Ontario Human Rights Code, which provides for the right to equal treatment in **employment**, services, goods and facilities, contracts and accommodation without **discrimination** because of race, ancestry, place of origin, colour, sexual orientation, ethnic origin, **citizenship**, creed, sex, age, marital status, same-sex partnership status, family status, handicap, record of **offences** (employment only) and receipt of public assistance (accommodation only). The Commission implements a program of **investigation**, **mediation** and conciliation of **complaints** and enforcement; **public education** and consultation with **employers**, unions, community groups and other stakeholders with a view to reducing prejudice and discrimination; and, **research** into patterns of discrimination.

Services offered to the Public:

Ontario Human Rights Commission (Policy and Education Branch)

Ontario Human Rights Inquiries

ACTS

Absconding Debtors Act

Absentees Act

Accumulations Act

Administration of Justice Act

Age of Majority and Accountability Act

Aliens' Real Property Act

Anglican Church of Canada Act, 1979

Arbitration Act, 1991

Architects Act

Assessment Review Board Act

Bail Act

Barristers Act

Blind Persons' Rights Act

Bulk Sales Act

Business Records Protection Act

Charitable Gifts Act

Charities Accounting Act

Children's Law Reform Act

Class Proceedings Act, 1992

Commercial Tenancies Act

Commissioners for Taking Affidavits Act

Compensation for Victims of Crime Act

Construction Lien Act

Conveyancing and Law of Property Act

Costs of Distress Act

Courts of Justice Act

Creditors' Relief Act


Crown Administration of Estates Act

Crown Agency Act

Crown Attorneys Act
Crown Witnesses Act
Declarations of Death Act, 2002
Disorderly Houses Act
Dog Owners' Liability Act
Domestic Violence Protection Act, 2000
Donation of Food Act, 1994
Dower and Miscellaneous Abolition Act, 1980
Electronic Commerce Act, 2000
Employers and Employees Act
English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986
Escheats Act
Estates Act
Estates Administration Act
Evidence Act
Execution Act
Executive Council Act
Expropriations Act
Family Law Act
Family Responsibility and Support Arrears Enforcement Act, 1996
Fines and Forfeitures Act
Fraudulent Conveyances Act
Frustrated Contracts Act
Good Samaritan Act, 2001
Habeas Corpus Act
Hospitals and Charitable Institutions Inquiries Act
Hotel Registration of Guests Act
Innkeepers Act
Interjurisdictional Support Orders Act, 2002
Interjurisdictional Support Orders Act, 2002
International Commercial Arbitration Act
International Interests in Mobile Equipment Act (Aircraft Equipment), 2002
International Sale of Goods Act
Interpretation Act
Interprovincial Summonses Act
Judicial Review Procedure Act
Juries Act
Justices of the Peace Act
Law Society Act
Legal Aid Services Act, 1998
Libel and Slander Act
Lieutenant Governor Act
Limitations Act
Limitations Act, 2002
Members Integrity Act, 1994
Mercantile Law Amendment Act
Ministry of the Attorney General Act
Mortgages Act
Negligence Act
Notaries Act
Occupiers' Liability Act
Ombudsman Act
Ontario Association of former Parliamentarians Act, 2000
Ontario Law Reform Commission Act
Ontario Lottery and Gaming Corporation Act, 1999


Ontario Municipal Board Act
Parental Responsibility Act, 2000
Partition Act
Pawnbrokers Act
Perpetuities Act
Police Services Act, section 113
Powers of Attorney Act
Proceedings Against the Crown Act
Professional Engineers Act
Property and Civil Rights Act
Provincial Offences Act
Public Accountancy Act
Public Authorities Protection Act
Public Guardian & Trustee Act
Public Inquiries Act
Public Officers Act
Real Property Limitations Act
Reciprocal Enforcement of Judgments (U.K.) Act
Reciprocal Enforcement of Judgments Act
Regulations Act
Religious Freedom Act
Religious Organizations' Lands Act
Remedies for Organized Crime and Other Unlawful Activities Act, 2001
Rescuing Children from Sexual Exploitation Act, 2002, parts III and IV
except elements of section 31
Revised Statutes Confirmation and Corrections Act, 1993
Safe Streets Act 1999
Sale of Goods Act
Settled Estates Act
Settlement of International Investment Disputes Act, 1999
Short Forms of Leases Act
Solicitors Act
Statute and Regulation Revision Act, 1998
Statute of Frauds
Statutes Act
Statutory Powers Procedure Act
Substitute Decisions Act, 1992
Succession Law Reform Act
Ticket Speculation Act
Time Act
Transboundary Pollution Reciprocal Access Act
Trespass to Property Act
Trustee Act
Unconscionable Transactions Relief Act
University Expropriation Powers Act
Variation of Trusts Act
Vendors and Purchasers Act
Victims' Bill of Rights, 1995
Victims' Right to Proceeds of Crime Act, 1994
Wages Act
Warehouse Receipts Act

MINISTRY OF CHILDREN AND YOUTH SERVICES

14th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)212-7432
www.children.gov.on.ca 


The new Ministry of Children and Youth Services brings together programs for children and youth under a single ministry to deliver positive change for Ontario's young people and their families. The ministry is developing a seamless, integrated system of services to better serve children, youth and their families. The programs that are now included in the ministry are: Healthy Babies, Healthy Children; Infant Hearing; Pre-school Speech and Language program; Speech and Audiology program; Child Care; Ontario Early Years programs; Early Childhood Development initiatives; Services for children with special needs; Children's Treatment Centres; Centre for Excellence in Child and Youth Mental Health; Children's mental health programs (community-based and hospital out-patient); Child Protection (Children's Aid Societies); Office of Child and Family Service Advocacy; and Youth justice services (probation and custody for youth 12 to 17 years of age).

CHILD AND FAMILY SERVICES REVIEW BOARD

24th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4673
Fax (416)327-0558 

The **Child** and **Family** Services Review Board provides an appeal mechanism under the Child and Family Services Act (CFSa), the Intercountry **Adoption** Act and the Education Act. The board makes specific decisions on the residential placement of children; refusal of placement by private adoption licensees; adoption placement, refusal to disclose non-identifying adoption information; applications for the release of children from emergency secure treatment facilities; and expulsion of a student by a school board. The board operates independently.


CUSTODY REVIEW BOARD

24th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4672
Toll Free 1-800-597-6088
Fax (416)327-0558 

The **Custody** Review Board reviews placements and may hold hearings at the request of young persons in custody. The board operates independently.

DEPUTY MINISTER'S OFFICE


COMMUNICATIONS

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5200
Fax (416)325-5694 

The Communications Branch establishes communications policies for the ministry and develops communications strategies to ensure that the public and people who rely on the ministry's support are aware of major program and policy initiatives. Responsibilities include liaison with the news media; creative services, translation, production and distribution of information products, issues


coordination, web design and support, correspondence management and coordinating responses to Freedom of Information and Protection of Privacy requests.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY UNIT

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)326-2567 


The Freedom of Information and Protection of Privacy Unit coordinates the implementation of the Freedom of Information and Protection of Privacy Act (FIPPA) across the ministry.

INTERNAL AUDIT SERVICES

30th Flr Suite 3003, 2 Bloor St W
Toronto M4W 3V5
General Inquiry (416)314-6920
Fax (416)314-3605 


Internal audit services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor in the Internal Audit Division.

LEGAL SERVICES BRANCH

17th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)327-4900
Fax (416)327-0568
8:45 - 5:00 


Legal Services Branch staff are employed by the Ministry of the Attorney General and seconded to both the Ministry of Community and Social Services and the Ministry of Children and Youth Services. Lawyers in the Branch provide legal opinions and advice to the ministers and ministry staff with respect to issues arising from the administration of the legislation and programs for which each ministry is responsible. They draft and interpret legislation and regulations, orders-in-council and agreements. They also represent both ministries before courts and tribunals.

OFFICE OF CHILD AND FAMILY SERVICE ADVOCACY

5th Flr Suite 503, 250 Davisville Ave
Toronto M7A 1G2
General Inquiry (416)325-3669
TTY (416)325-2648
Toll Free 1-800-263-2841
Fax (416)325-5681
8:30 - 5:00 


The Office of Child and Family Service Advocacy (Advocacy Office) protects the rights and interests of children, youth and families receiving or seeking services provided by the Ministry of Children and Youth Services and the Ministry of Education (Provincial and Demonstration Schools). Advocacy officers mediate complaints, negotiate with service providers, government officials, and the community; identify systemic problems affecting youth; advises ministries of gaps in service delivery.

BUSINESS PLANNING AND CORPORATE SERVICES

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5595
Fax (416)325-5615 


The Business Planning and Corporate Services Division is responsible for providing policy direction and support to the ministry in the areas of administrative services, controllership, corporate policy and intergovernmental affairs, federal/provincial cost-sharing, financial planning and analysis and human resources. The division is comprised of three branches: Human Resources (including the broader public sector); Financial Planning and Business Management; and Corporate Policy and Intergovernmental Affairs. The division is also the ministry's point of contact with Internal Audit Division, Management Board Secretariat, and the Human Services I&IT Cluster.

CORPORATE POLICY AND INTERGOVERNMENTAL AFFAIRS

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5373
Fax (416)325-5397 


The Corporate Policy and Intergovernmental Affairs Branch provides strategic leadership within the ministry for integrated planning, cross-ministry policy coordination and federal/provincial/territorial relations.

CORPORATE POLICY UNIT

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5373
Fax (416)325-5397 


The Corporate Policy Unit contributes to the ministry's annual business planning process, coordinates policy initiatives that have cross-ministry scope and impact, and provides corporate leadership on governance and accountability initiatives.

INTERGOVERNMENTAL AFFAIRS

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-5397 


The Intergovernmental Affairs Unit coordinates social policy issues that cut across federal, provincial and territorial jurisdictions. The unit provides support and advice in preparation for and during meetings of Social Services Ministers, the annual Premiers' Conference and scheduled First Ministers' meetings. In addition, the unit liaises extensively with other jurisdictions and Ontario ministries on federal, provincial and territorial social policy issues.

POLICY COORDINATION UNIT

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-5397 


The Policy Coordination Unit acts as the ongoing liaison between the Ministry and Cabinet Office. The unit supports the Minister and Deputy Minister in preparation for Cabinet and Cabinet Committee meetings, tracks Cabinet Committee decisions and reviews the legislative and policy proposals put forward by other ministries in order to assess the implications for ministry clients and stakeholders.

FINANCIAL PLANNING AND BUSINESS MANAGEMENT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125 


The Financial Planning and Business Management Branch is responsible for analyzing and evaluating the financial and resource implications of ministry programs; coordinating estimates preparation and multi-year financial planning including capital; providing financial management services to ministry branches; coordinating better business practices; establishing standards in the area of controllership, risk management, and service management; coordinating business planning for the ministry and liaising with the Ministry of Finance and Management Board Secretariat.

BUSINESS ANALYSIS UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125 


The Business Analysis Unit provides comprehensive business advice in support of funding, program and policy changes, and liaising with the Ministry of Finance and Management Board Secretariat.

BUSINESS PLANNING AND ALLOCATIONS UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125 


Business Planning and Allocations Unit coordinates the annual business planning process and estimates preparation, multi-year financial planning, and liaising with the Ministry of Finance and Management Board Secretariat.

BUSINESS PRACTICES UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)327-8825 


The Business Practices Unit provides business tools and advice to encourage efficient and consistent business practices. This includes producing the ministry's transfer payment budget package and delegation of financial authority framework.

CONTROLLER'S OFFICE

10th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7972
Fax (416)326-8168 


The Controller's Office provides guidance and directions to Regions, Facilities, and Corporate Offices regarding effective application of controllership and risk management; develops and implements financial policies; and provides service management liaison between the ministry and the Shared Services Bureau.

FINANCIAL REPORTING UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125 


The Financial Reporting Unit manages the in-year reporting and monitoring of the ministry's financial position. This includes forecasting, budgeting control, Federal/Provincial cost-sharing administration and capital.

HUMAN RESOURCES BRANCH

23rd Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4755
TTY (416)327-4817
Fax (416)327-0561 


The Human Resources Branch supports the implementation of corporate initiatives and the ministries' core businesses and policy priorities by providing senior management, corporate offices and the field staff with comprehensive human resources advice, policy direction, strategic planning, and interpretation of collective agreements and related legislation. Human Resource services include: Recruitment and Selection; Employment Transition; Performance Management; Succession Planning; Learning and Development; Organizational Design; Employee Classification, Pay and Benefits; Workplace Discrimination and Harassment Prevention (WDHP); Health and Safety; Emergency Management, Labour Relations and Accommodation and Facilities Management services.

HUMAN SERVICES CLUSTER, INFORMATION AND INFORMATION TECHNOLOGY

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
Fax (416)314-0289 


The Human Services I&IT Cluster (HSC) provides information management and information technology solutions that enable and support the business requirements of the Ministry of Community and Social Services, the Ministry of Children and Youth Services, the Ministry of Health and Long-Term Care, and their agents. The Cluster supports the Ontario government's I&IT Strategy and plays a leadership role in major business transformation initiatives and infrastructure projects that are currently underway. The Cluster is also working to promote the evolution towards a common IT infrastructure for government.

POLICY DEVELOPMENT AND PROGRAM DESIGN

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-8322
Fax (416)314-1862
8:30 - 5:00 


The Policy Development and Program Design Division is responsible for developing and implementing policy and program design that support services for Children and Youth in Ontario.

CHILD WELFARE

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349
8:30 - 5:00 

The **Child** Welfare Branch is responsible for policy and program design related to the child welfare system, including child protection services, Aboriginal child welfare policy, services for young **offenders** aged 12-15 at the time of offence, and licensing of children's residential services and foster care.

CHILDREN WITH SPECIAL NEEDS BRANCH

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349
8:30 - 5:00 

The **Children** With Special Needs Branch is responsible for Policy/Program development for the Ministries of Community and Social Services and Health and Long-Term Care in the areas of Children's Mental Health, **Autism**, Special Needs Children, Developmental Services for Children, Children's Rehabilitation Services, Respite, Special Services at Home and Assistance for Children with Severe **Disabilities**.


CHILDREN WITH SPECIAL NEEDS BRANCH (WELLESLEY ST W)

15th Flr, 56 Wellesley St W

Toronto M7A 2B7

General Inquiry (416)326-2800

Fax (416)326-8395

8:30 - 5:00 **EARLY YEARS AND HEALTHY CHILD DEVELOPMENT BRANCH**


Hepburn Block

4th Flr Rm 476, 80 Grosvenor St

Toronto M7A 1E9

General Inquiry (416)327-4865

Fax (416)325-5349

8:30 - 5:00 

Working within the Ministries of Health and Long-Term Care and Community and Social Services, the Early Years and Healthy Child Development Branch supports the healthy development of Children by providing integrated policy direction and program planning for programs and services which invest in and support children on a physical, social, learning and emotional basis.


EARLY YEARS AND HEALTHY CHILD DEVELOPMENT BRANCH, HEALTHY BABIES, HEALTHY CHILDREN UNIT (WELLESLEY ST W 15TH FLR)

15th Flr, 56 Wellesley St W

Toronto M7A 2B7

General Inquiry (416)327-4865

Fax (416)326-0478


8:30 - 5:00 **EARLY YEARS CHALLENGE FUND BRANCH**

15th Flr, 56 Wellesley St W

Toronto M7A 2B7

General Inquiry (416)326-2800

Fax (416)326-0478

8:30 - 5:00 

The Early Years Challenge Fund Branch supports a \$30 million program that seeks to promote the healthy growth and development of all **children** (pre-conception - six) so that they can reach their full potential. The Early Years Challenge Fund is a matching **grants** program that fosters and promotes cross-sectoral partnerships to provide community-based early years and parenting programs for children, parents and caregivers. The Early Years Challenge Fund matches both cash and in-kind contributions from communities for early years projects that operate for one to three years.


PROGRAM MANAGEMENT DIVISION

Hepburn Block

6th Flr, 80 Grosvenor St

Toronto M7A 1E9


General Inquiry (416)325-5581

Fax (416)325-5432 

The Program Management Division (PMD) is responsible for managing the delivery of all ministry programs and services throughout the province. PMD consists of: Family Responsibility Office (FRO); Management Support Branch (MSB); Office of Child and Family Services Advocacy (Advocacy Office); Performance Management Branch (PMB); Regional Offices; and Social Assistance and Municipal Operations Branch (SAMO). The nine regional offices are responsible


for the direct delivery of some ministry programs, and provide a management role for those services delivered locally by municipalities and transfer payment agencies. Regional Offices are also accountable for three Schedule 1 Facilities for people with disabilities, and two facilities for children with multiple, complex high needs.

MANAGEMENT SUPPORT BRANCH

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5444
Fax (416)212-1499
8:30 - 5:00 


Management Support Branch is a corporate office for Program Management Division designed to facilitate and support critical management and delivery functions. The branch provides a range of delivery and operational support services to Integrated Children's Programs and Community/Developmental Services programs.

ADOPTION DISCLOSURE AND REGISTER

24th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4733
Fax (416)326-6867
8:30 - 5:00 


The **Adoption** Disclosure and Register provides a register for adult adoptees who were adopted in Ontario, and for their birth parents and birth relatives (siblings and grandparents) who wish to contact one another. The section also conducts searches upon request from the adult adoptee in order to locate specific birth relatives. Searches are given priority for health, safety or welfare reasons.

CHAPLAINCY SERVICES ONTARIO

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)326-6859
Fax (416)327-0573
8:30 - 5:00 


Chaplaincy Services Ontario, in consultation with the Ontario Multifaith Council on Spiritual and Religious Care (OMCSRC), coordinates and develops effective spiritual and religious care in Schedule I facilities, and where requested or appropriate, in community programs and/or transfer payment agencies of the Ministry of Community and Social Services, Ministry of Children & Youth Services, Ministry of Community Safety & Correctional Services, and the Ministry of Health and Long-Term Care.

CHILD ABUSE REGISTER

24th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4680
Fax (416)327-1203
8:30 - 5:00 


The **Child Abuse** Register Section protects the best interests of the children by maintaining records of verified abuse cases and sharing information with Children's Aid Societies (CAS) investigating reported cases of abuse.

CHILD WELFARE REVIEW UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4669
Fax (416)326-5359
8:30 - 5:00 


The Child Welfare Review Unit is responsible for conducting annual file reviews to ensure the well being of children in the care of, or being served by Children's Aid Societies in the Province.

DEVELOPMENTAL SERVICES/COMMUNITY PROGRAMS

24th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)325-2998
Fax (416)325-5500
8:30 - 5:00 


The Developmental Services/Community Programs unit provides a range of delivery and operational support services to programs such as Violence Against Women, Supportive Housing, Developmental Services and Adoption Disclosure.

INTEGRATED SERVICES FOR CHILDREN'S UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5560
Fax (416)212-1499
8:30 - 5:00 


The Integration Services for Children's Unit provides a range of delivery and operational support services for children's programs such as Private and International Adoptions, Child Abuse Register, Children with Special Needs, Children's Mental Health, Young Offenders, Child Welfare Reviews, and Board Administration.

PRIVATE AND INTERNATIONAL ADOPTION

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4742
Fax (416)212-6799
8:30 - 5:00 

The Private and International **Adoptions** section monitors and regulates the Ontario system of private and international adoption for the benefit of **children**, birth parents and adoptive parents.


PERFORMANCE MANAGEMENT BRANCH

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)212-3454
Fax (416)327-0146
8:30 - 5:00 

Performance Management Branch provides executive support to the Assistant Deputy Minister and leadership to continuous business improvement, monitors and evaluates program and business performance, and supports enhancements in interdivisional working relationships. The branch

operates in tandem with Management Support Branch (MSB) and Social Assistance and Municipal Operations Branch (SAMO) to provide appropriate supports, tools and best practices to regional offices.


CHILD WELFARE UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)212-3454
Fax (416)212-7010 

The Child Welfare Unit provides leadership for the development of strategies to support the ministry in effectively managing the business and fiscal challenges in the Child Welfare Program sector.


REGIONAL OFFICES

CENTRAL EAST REGIONAL OFFICE


465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900 

CENTRAL EAST REGION - NEWMARKET


COMMUNITY PROGRAMS AND SERVICES UNIT

465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900 


CENTRAL WEST REGIONAL OFFICE - MISSISSAUGA

Suite 200, 6733 Mississauga Rd
Mississauga L5N 6J5
General Inquiry (905)567-7177
French Phone (905)567-7177x232
Toll Free 1-877-708-2896 (Serious Occurrence Reporting)
Toll Free 1-877-832-2818 (Main)
Fax (905)567-3215 (Regional Director,Business Unit,Finance,ODSP,Community Programs)
Fax (905)567-3216 (Licensing - Child Care Facilities, Group Homes, Foster Homes)
Fax (905)567-3218 (Human Resources)
Fax 1-877-708-2895 (Serious Occurrence Reporting) 


SPECIAL SERVICES AT HOME - (ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES)

2nd Flr, 385 Fairway Rd S
Kitchener N2C 2N9
General Inquiry (905)567-7177 

THISTLETOWN REGIONAL CENTRE FOR CHILDREN AND ADOLESCENTS


Thistletown Regional Ctr
51 Panorama Crt
Etobicoke M9V 4L8
(416)326-0600 (Switchboard)
Fax (416)326-9078 

INTERFACE PROGRAM

Thistletown Regional Ctr
51 Panorama Crt
Etobicoke M9N 4L8
General Inquiry (416)326-0750
Fax (416)326-0936
9:00 - 5:00 


INTERFACE (Integrated Resources for **Family** Assessment, Consultation and Education) is a service developed to meet the needs of agencies and hard-to-serve families with troubled **children**.

SAFE-T PROGRAM

Thistletown Regional Ctr
51 Panorama Crt
Etobicoke M9V 4L8
General Inquiry (416)326-0647
Fax (416)326-6581
8:30 - 5:00 


SAFE-T (Sexual Abuse **Family** Education, Treatment) is a specialized community based clinic offering clinical assessment, treatment and long term support to **children, youth** and their families where there is intrafamilial child sexual abuse, children with sexual behaviour problems and/or adolescent sexual offending.

TRE-ADD PROGRAM

Thistletown Regional Ctr
51 Panorama Crt
Etobicoke M9V 4L8
General Inquiry (416)326-0608 

TRE-ADD (Treatment, Research and Education for **Autism** and Developmental Disorders) is a comprehensive, community-based program for **children** and adolescents with autism and developmental disorders.

EASTERN REGIONAL OFFICE - OTTAWA

10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
Toll Free 1-800-267-5111
Fax (613)787-5252 ((7th Flr))
Fax (613)787-4090 ((6th Flr)) 

COMMUNITY SERVICES (C.S.)

Community Services provides services directly or through contracting with community-based mandated and other services described in the Ministry's Business Plan. Clients are children in need of protection, young offenders, children and adults with developmental disabilities and children requiring mental health supports. It also provides funds and supports to the Consolidated Municipal Services Managers (Municipalities) in the administration of Ontario Works, LEAP and Homelessness and Family Violence Programs.

ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES/SPECIAL SERVICES AT HOME

2nd Flr, 10 Rideau St


Ottawa K1N 9J1

(613)787-4064 (Special Services At Home)

(613)788-2399 (Assistance for Children with Severe Disabilities)

Toll Free 1-800-565-5374x354 (Cornwall)

Toll Free 1-800-267-5111 (Ottawa)

Fax (613)787-5284 

HAMILTON/NIAGARA REGIONAL OFFICE - HAMILTON

Ellen Fairclough Bldg

119 King St


Hamilton L8P 4Y7

General Inquiry (905)521-7280

TTY (905)546-8276

Fax (905)521-7736 (Human Resources)

Fax (905)546-8277 (Regional Director, Municipal Services Unit)

Fax (905)546-8247 (Community Programs Unit) 


ST CATHARINES, COMMUNITY PROGRAMS

Mezzanine, 301 St Paul St

St Catharines L2R 7R4

General Inquiry (905)704-3209

Toll Free 1-800-281-0441

Fax (905)704-3070 

NORTH EAST REGIONAL OFFICE

621 Main St W

North Bay P1B 2V6

General Inquiry (705)474-3540

TTY (705)474-7665

Toll Free 1-800-461-6977

Fax (705)474-5044 (Human Resources Unit)

Fax (705)474-5815 (Regional Director's Unit)

Fax (705)474-5446 (Early Years)

Fax (705)474-3825 (Program Unit, Business Services Unit) 

COMMUNITY PROGRAMS

621 Main St W

North Bay P1B 2V6


General Inquiry (705)474-3540

TTY (705)474-7665


Fax (705)474-3825 (Program Unit)

Children's Services, Developmental Services, Violence Against **Women** Programs, Special Services at Home and Assistance for Children with Severe **Disabilities**.


**NORTHERN REGIONAL OFFICE -
SUDBURY**

Provincial Bldg
Suite 1002, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-6699
Toll Free 1-800-263-3347 (Northern Bursary
Program)
Toll Free 1-800-265-1222
Fax (705)564-3099 


**SOUTH EAST REGIONAL OFFICE -
KINGSTON**

11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)545-0539
TTY (613)536-7304
Toll Free 1-800-646-3209
Fax (613)536-7272 (General)
Fax (613)536-7300 (Regional Director's
Office) 


PROGRAM COMPLIANCE AND REVIEW

11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)545-0539 


**SOUTH WEST REGIONAL OFFICE -
LONDON**

2nd Flr Suite 203, 217 York St
PO Box 5217
London N6A 5R1
General Inquiry (519)438-5111
TTY (519)663-5276
Toll Free 1-800-265-4197
Fax (519)672-9510 (Regional Director/
Business Unit) 


**CHILD AND PARENT RESOURCE
INSTITUTE (CPRI)**

600 Sanatorium Rd
London N6H 3W7
General Inquiry (519)858-2774
Fax (519)858-3913
Fax (519)858-3935
8:30 - 5:00 

TORONTO REGION


3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0500
(416)325-0538 (Regional Director's Office)
Fax (416)325-0541 (Regional Director's
Office)
8:30 - 5:00 

COMPLIANCE REVIEW SERVICES

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0652
(416)325-0585 (Manager)
Fax (416)325-0571
8:30 - 5:00 


Compliance Review Services inspects and licenses all **child care** centres operating in accordance with the Day Nurseries Act, and all children's residential programs operating in accordance with the Child and Family Services Act.

HUMAN RESOURCES UNIT

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)326-0411
(416)325-0494 (Manager)
Fax (416)325-9614
8:30 - 5:00 


The Human Resources Unit determines the future staffing needs of the region and ensure that recruitment, retention, learning and training are in place to support the work of the region.

CHILDREN'S SERVICES UNIT

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)212-6485
(416)325-0576 (Program Manager)
Fax (416)325-5735
8:30 - 5:00 


Children's Services Unit programs are delivered by transfer payment agencies and include young **offender** services (ages 12 to 15 years), children's mental health, child welfare, and services for the developmentally delayed. These programs are monitored to ensure accountability.

MUNICIPAL SERVICES UNIT

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0586
(416)326-0412 (Program Manager)
Fax (416)325-0613
8:30 - 5:00 


The Municipal Services Unit oversees social services delivered by the City of Toronto such as Ontario Works, hostels and child care. Transfer-payment agencies provide Violence Against Women programs and Early Years Centres.

SPECIAL SERVICES AT HOME AND ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES

Suite 220, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0623
(416)325-0637 (Program Supervisor)
Fax (416)325-9640
8:30 - 5:00 

The Special Services at Home (SSAH) program provides funding for disabled **children** or adults living at home. Assistance for Children with Severe **Disabilities** (ACSD) provides financial assistance for disabled children living at home.

SOCIAL ASSISTANCE AND MUNICIPAL OPERATIONS BRANCH

25th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)325-5097
Fax (416)212-1257
Fax (416)326-3793
8:30 - 5:00 

The Social Assistance and Municipal Operations Branch (SAMO) is responsible for providing management support and operational assistance to Regional Offices, Consolidated Municipal Service Delivery Managers and District Social Services Administration Boards. SAMO is responsible for providing management support to the delivery of social assistance programs and overseeing the following ministry programs: Ontario Disability Support Program; Ontario Works; Child Care; Employment Supports; Service Delivery Model; Disability Adjudication; Fraud Hotline; Homelessness; Provincial Municipal Liaison; Ontario Works Support Arrangement Services.

REGIONAL OPERATIONS, HEALTH (SHARED DELIVERY WITH MOHLTC)

8th Flr, 55 St Clair Ave W
 Toronto M4V 2Y7
 General Inquiry (416)327-8952
 Toll Free 1-800-595-9394
 Fax (416)327-4486

Regional Offices (Central East, Central South, Central West, East, North, Southwest and Toronto). Seven regional offices lead and support communities in developing and sustaining a locally responsive, accountable, high quality health system of services in hospitals, long-term care and mental health and addictions. Included are **Children** Treatment Centres (CTC) and hospital-based outpatient children's mental health programs which have been transferred to the Ministry of Children and Youth Services.

CENTRAL EAST (NEWMARKET) REGION

3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
 General Inquiry (905)954-4700
 Toll Free 1-800-486-4935
 Fax (905)954-4701
 Fax (905)954-4702


CENTRAL SOUTH (HAMILTON) REGION

Ellen Fairclough Bldg
 119 King St W
Hamilton L8P 4Y7
 General Inquiry (905)546-8294
 Toll Free 1-800-461-7137
 Fax (905)546-8255

CENTRAL WEST (MISSISSAUGA) REGION

Suite 301, 201 City Centre Dr
Mississauga L5B 2T4
 General Inquiry (905)897-4610
 Toll Free 1-866-716-4446
 Fax (905)275-2740

EAST REGION

8th Flr, 10 Rideau St
Ottawa K1N 9J1
 General Inquiry (613)569-5602
 Toll Free 1-877-779-5559
 Fax (613)569-9670 

NORTH REGION

4th Flr / Suite 406, 159 Cedar St
Sudbury P3E 6A5
 General Inquiry (705)564-3130
 Toll Free 1-800-663-6965
 Fax (705)564-7493


SOUTHWEST REGION

Suite 201, 231 Dundas St
London N6A 1H1
 General Inquiry (519)675-7680
 Toll Free 1-800-663-3775
 Fax (519)675-7685

TORONTO REGION


8th Flr, 55 St Clair Ave W
Toronto M4V 2Y7
 General Inquiry (416)327-8952
 Toll Free 1-800-595-9394
 Fax (416)327-7763

STRATEGIC POLICY AND PLANNING

14th Flr, 56 Wellesley St
 Toronto M5S 2S3
 General Inquiry (416)327-9460
 Fax (416)325-5332 


The Strategic Policy and Planning Division provides leadership on cross-cutting strategic policy and planning, including the development of a multi-year strategic policy framework to support the government's children and youth agenda. The Division is comprised of three branches: Strategic Initiatives, Strategic Planning, and Research and Outcome Measurement.

YOUTH JUSTICE SERVICES

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9914
Fax (416)327-0478
8:30 - 5:00 


The Ministry of Children and Youth Services provides Youth Justice Services to youth, aged 12 to 17 at the time of their offence, who are charged with or convicted of criminal or provincial offences.

OPERATIONAL SUPPORT

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3332
Fax (705)494-3389
8:30 - 5:00 

Operational Support develops strategies pertaining to the Youth Criminal Justice Act and the Ministry of Correctional Services Act. It also develops and implements policies and programs to ensure that services delivered to young persons in the care of the ministry are consistent with principles of relevant legislation.


ASSESSMENT, PLACEMENT AND TRANSFER

Bldg C
Suite 101, 177 Judson St
Etobicoke M8Z 1A4
General Inquiry (416)314-5815
Fax (416)314-5822
9:00 - 5:00 


Assessment, Placement and Transfer coordinates assessments, placements and transfers for the ministry's young persons' secure detention/**custody** system throughout the Province of Ontario.

REGIONAL OFFICES (PHASE 1)


CENTRAL REGION

Bldg C
171 Judson St
Etobicoke M8Z 1A4
General Inquiry (416)212-6710
Fax (416)314-8388
8:30 - 4:30 


EASTERN REGION

Lower Level, 51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)536-7381
Fax (613)536-7377
8:30 - 5:00 

NORTHERN REGION

4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3430
Fax (705)494-3212
8:00 - 5:00 

WESTERN REGION

3rd Flr W, 217 York St
PO Box 5217
London N6A 5R1
General Inquiry (519)438-5111x3424
Fax (519)679-7079
8:00 - 5:00 

YOUTH CENTRES**BLUEWATER YOUTH CENTRE**

Hwy 21 S


PO Box 71

Goderich N7A 3Y8

General Inquiry (519)524-2107

Fax (519)524-6933

Fax (519)524-5737 (Superintendent's Office)

8:00 - 4:30 **BROOKSIDE YOUTH CENTRE**


390 King St E

PO Box 159

Cobourg K9A 4K6

General Inquiry (905)372-5451

Fax (905)372-7788

8:00 - 4:00 **CECIL FACER YOUTH CENTRE**

2500 South Lane Rd


PO Box 850 Stn B

Sudbury P3E 4S3

General Inquiry (705)522-1250

Fax (705)522-6017 (Administration/
Personnel)

Fax (705)522-7715 (Records/Business Office)

8:00 - 4:00 **HAMILTON-WENTWORTH DETENTION
CENTRE, YOUTH UNIT**


165 Barton St E

Hamilton L8L 2W6

General Inquiry (905)523-8800

Fax (905)523-8079

Fax (905)529-0977 (Superintendent)

8:30 - 4:30 **INVICTUS YOUTH CENTRE**


205 McLaughlin Rd S

PO Box 1150

Brampton L6V 2M5

General Inquiry (905)459-9100

Fax (905)452-8522 (Superintendent's Office)


8:15 - 4:30 **KENORA JAIL, YOUTH UNIT**

1430 River St

Kenora P9N 1K5

General Inquiry (807)468-2871

Fax (807)468-2876


8:00 - 4:00 **OTTAWA-CARLETON DETENTION
CENTRE, YOUTH UNIT**

2244 Innes Rd

Ottawa K1B 4C4

General Inquiry (613)824-6080

Fax (613)824-0732

8:00 - 4:00 **SPRUCEDALE YOUTH CENTRE**


660 Ireland Rd

PO Box 606

Simcoe N3Y 4L8

General Inquiry (519)426-3561

Fax (519)428-1407

8:15 - 4:30 **THUNDER BAY YOUTH CENTRE**


Hwy 61 S

PO Box 1900

Thunder Bay P7C 4Y4

General Inquiry (807)475-8401

Fax (807)475-9240


8:00 - 4:30 **TORONTO YOUTH ASSESSMENT
CENTRE**

130 Horner Ave

Etobicoke M8Z 4X8

General Inquiry (416)314-0800

Fax (416)314-0822

8:00 - 4:00 **WINDSOR JAIL, YOUTH UNIT**


378 Brock St

PO Box 7038


Windsor N9C 3Y6

General Inquiry (519)973-1324

Fax (519)973-1376


8:00 - 4:00 

YOUTH JUSTICE SERVICES PROJECTS

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-7771
Fax (416)327-2418
8:30 - 5:00 

Youth Justice Services Projects works on a number of initiatives related to the federal youth legislation, the Youth Criminal Justice Act, federal-provincial cost-sharing agreements, and Ontario's Youth Justice Strategy. It is also responsible for the corporate resources disentanglement of youth justice services from the Ministry of Community Safety and Correctional Services and transfer to the Ministry of Children and Youth Services to support the government initiative of creating a new Children's Ministry.

YOUTH JUSTICE SERVICES TRANSFORMATION


George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-0036
Fax (416)327-0478
8:30 - 5:00 

The Youth Justice Services Transformation unit is responsible for managing the implementation and integration of a number of business transformation projects currently underway in Youth Justice Services.

ACTS

Child and Family Services Act, R.S.O. 1990, c. C.11 (except for sections 162 - 174 inclusive)
Day Nurseries Act, R.S.O. 1990, c. D.2
Health Protection and Promotion Act, R.S.O. 1990, c. H.7 (section 7 in so far as it relates to the Healthy Babies Healthy Children program as described in guidelines published under section 7)
Intercountry Adoption Act, 1998, S.O. 1998, c.29
Ministry of Community and Social Services Act, R.S.O. 1990, c. M.20
Ministry of Correctional Services Act, R.S.O. 1990, c. M.22 (Part V)
Rescuing Children from Sexual Exploitation Act, 2002, S.O. 2002, c. 5 (Parts I and II and section 31 in so far as that section relates to activities and programs under those Parts)


MINISTRY OF CITIZENSHIP AND IMMIGRATION

6th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)327-2422
TTY (416)326-0148 (TTY/TDD)
Toll Free 1-800-267-7329
TTY Toll Free 1-888-335-6611
www.gov.on.ca/MCZCR 

The Ministry of Citizenship and Immigration promotes full participation for all Ontarians. The ministry: maximizes the social and economic benefits of immigration; improves accessibility so that all Ontarians benefit; and builds stronger communities through activities focused on greater citizenship participation. Through the Ontario Seniors' Secretariat, the ministry undertakes or supports policy initiatives that improve the quality of life of Ontario seniors and public education efforts for and about Ontario seniors. Through the Ontario Women's Directorate, the ministry supports opportunities that help women achieve economic self-sufficiency and collaborates with cross-ministry and private sector partners to develop strategies to prevent violence against women and children.


DEPUTY MINISTER'S OFFICE

CITIZENSHIP AND IMMIGRATION DIVISION

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
TTY (416)326-0148
Fax (416)314-7599
8:00 - 5:00 

The Citizenship and Immigration Division promotes and supports responsible citizenship, voluntary action and full participation for the economic and social benefit of Ontario communities. In this regard the programs support the removal of barriers to opportunities for all Ontarians by helping immigrants to be self-sufficient and full participants in Ontario's communities and increases opportunities for persons with disabilities to be contributing members of Ontario's communities by working with persons with disabilities, business and service providers. The programs encourage Ontarians to strengthen their communities through voluntary action and through the Honours and Awards Secretariat provide concrete ways to reflect the value that the government places on the contributions made by Ontario citizens to improving the quality of life for Ontario's diverse population.


ACCESSIBILITY DIRECTORATE OF ONTARIO

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)326-0207
TTY (416)326-0148 (TTY/TDD)
Fax (416)314-7307
8:00 - 5:00 

The Accessibility Directorate of Ontario was established under the Ontarians with **Disabilities** Act 2001 (ODA) to manage the implementation of the ODA and support organizations with legal obligations under the Act. These organizations include Government of Ontario and all its ministries, municipalities, hospitals, school boards, colleges, universities and public transportation organizations. The Directorate also supports the work of the Minister's Accessibility Advisory Council of Ontario. As well the Directorate works in partnership with organizations, private sector


and people with disabilities to develop voluntary accessibility **standards** and provides public education and community based accessibility programs to raise awareness and create a greater understanding of the need for accessibility and inclusion.

ACCESSIBILITY ADVISORY COUNCIL OF ONTARIO

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7545
TTY (416)212-4715
Toll Free 1-877-877-0109
TTY Toll Free 1-877-877-0126
Fax (416)314-7467
8:30 - 5:00 

The Ontarians with **Disabilities** Act, 2001 (ODA), establishes the Council as advisers to the Minister of Citizenship and Immigration on the implementation of the Act.

POLICY AND ACCESSIBILITY PLANNING

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)326-0207
TTY (416)326-0148
Fax (416)327-4080
8:30 - 5:00 


The Policy and Accessibility Planning unit focuses on providing on-going support to the government and the minister on disability issues. The unit develops tools to assist organizations to meet their obligations under the ODA (Ontarians with Disability Act, 2001).

PUBLIC EDUCATION AND PARTNERSHIPS

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)326-0207 (ODA Enquiry)
TTY (416)326-0148
Fax (416)326-9725
www.equalopportunity.on.ca
8:30 - 5:00 


The **Public Education** and Partnerships unit delivers public education, partnership initiatives and development of tools and resources to promote accessibility in business and services through public education awareness, partnership projects and **grants**.

CITIZENSHIP DEVELOPMENT BRANCH

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
TTY (416)326-0148
Fax (416)314-7307
8:00 - 5:00 

The **Citizenship** Development Branch is responsible for policy and program development in the areas of immigration and settlement. The branch is also responsible for policy development and the implementation of programs to support the voluntary sector and volunteers.

IMMIGRATION AND SETTLEMENT


3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
Fax (416)326-0295 

The Immigration and Settlement unit provides policy research, development, analysis and advice in the area of immigration and settlement. It also develops strategies for more effective **community**-based settlement services for **immigrants** and **refugees**. It works with other ministries and the federal government to resolve issues in Ontario and provides Newcomer Settlement Program grants for community-based settlement service delivery.

Services offered to the Public:


Language Interpreter Services Program
Newcomer Settlement Program Grants

VOLUNTEERISM INITIATIVES UNIT

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6853
Fax (416)314-7180 


The **Volunteerism** Initiatives Unit coordinates the government's initiatives to strengthen volunteerism in Ontario. It builds voluntary sector, private sector and government partnerships and facilitates initiatives to recognize, encourage and support voluntary action.

ONTARIO HONOURS AND AWARDS SECRETARIAT

Ground Flr, South Lobby, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7526
Fax (416)314-7743
Fax (416)314-6050
9:00 - 5:00 

Ontario Honours and **Awards** is a corporate resource responsible for the delivery of 15 diverse award programs including Orders, Medals and Decorations as well as special commemorative functions. From highly prescribed, formal award presentations steeped in protocol in the Legislative Assembly to community-based ceremonies across the province, Ontario Honours and Awards serves to recognize and to promote **volunteerism** and the superlative accomplishments of outstanding Ontarians.


COMMUNICATIONS BRANCH

6th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7400
(416)327-2422 (Automated Public Inquiry Service)
Toll Free 1-800-267-7329
Fax (416)325-7778 (Director's Office)
Fax (416)314-4965
8:30 - 5:00 

The Communications Branch is responsible for communicating to the public the ministry's programs and policies in the context of the government's commitments and priorities. It supports affected Ministers, the Deputy Minister and senior management in the handling of contentious


issues, and media monitoring. It also provides support through media relations, editorial services and communications planning; maintains the ministry Web site and supports internal communications; advises on and supports the Minister's and Deputy Minister's participation in public events.

INTERNAL AUDIT SERVICES

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6560
Fax (416)585-7377
8:30 - 4:45 


Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor in the Internal Audit Division.

ONTARIO SENIORS' SECRETARIAT

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1R3
General Inquiry (416)326-7076
Fax (416)326-7078
www.gov.on.ca/citizenship/seniors/
8:30 - 5:00 


The Ontario **Seniors'** Secretariat (OSS) undertakes or influences policy initiatives that improve the quality of life for Ontario seniors, and supports public education efforts for and about Ontario seniors. The OSS works with Ontario's major seniors organizations and other ministries to help ensure seniors' needs are considered in all government policies and programs that could affect a senior's quality of life. The OSS strives to meet the ministry vision where all seniors can live free from harm, fully participate in their communities and have their contributions recognized and respected.

POLICY INITIATIVES

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1R3
General Inquiry (416)326-7076
Fax (416)326-7078
www.gov.on.ca/citizenship/seniors/
8:30 - 5:00 


Policy Initiatives: undertakes policy initiatives for seniors with a multi-ministry focus; and makes "value added" contributions to policy activities in other ministries.

PUBLIC EDUCATION AND AWARENESS

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1R3
General Inquiry (416)326-7076
Fax (416)326-7078
www.gov.on.ca/citizenship/seniors/
8:30 - 5:00 


Public Education and Awareness initiatives: for seniors, about the programs and services to which they are entitled; and about healthy aging/lifestyles; for the broader public, about the ongoing contributions seniors make to families, communities and country.

ONTARIO WOMEN'S DIRECTORATE

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0247
www.gov.on.ca/citizenship/owd
8:30 - 5:00 


The Ontario **Women's** Directorate (OWD) provides focus for government action on issues of concern to women, in particular, preventing violence against women and promoting women's economic independence.

EDUCATION, AWARENESS AND OUTREACH

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0256 

The Education, Awareness and Outreach unit leads programs and initiatives that support the two key business areas of the Directorate: preventing **violence** against **women** and promoting women's economic independence. The OWD partners with other ministries, the education sector, community agencies and the private sector to support initiatives that promote **public education** to prevent violence against women, new service models to provide an effective response to **victims**, **career** awareness initiatives to ensure girls and young women make academic choices that will not limit the career choices available to women, including occupations in high demand sectors such as skilled trades and information technology.


STAKEHOLDER RELATIONS AND POLICY DEVELOPMENT

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0255 

The Stakeholder Relations and Policy Development unit provides strategic leadership and coordination for the development and review of policies and programming identified as key business areas of the Directorate - preventing violence against women, and promoting women's economic independence - and the development and management of relations with internal and external stakeholders, including other jurisdictions, for policy purposes. It also has primary


responsibility for identifying and managing contentious issues, and coordinating/supporting inter-ministerial and inter-governmental committees addressing priority issues.

REGIONAL AND CORPORATE SERVICES DIVISION

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7311
Fax (416)314-7313
8:30 - 4:45 


The Regional and Corporate Services Division provides legal, financial, human resources, information technology, administrative services and advice to Deputy Ministers and program divisions of the Ministry of Citizenship and Immigration, Ministry of Culture and Ministry of Tourism and Recreation, for the efficient operation of each ministry. The division also supports the Ontario Women's Directorate, the Seniors' Secretariat and the Office of Francophone Affairs. As well, it provides regional support services to the ministries' program areas of tourism, culture, citizenship and immigration, seniors, women, and sport and recreation. This includes the coordination of specialized systems and technical support and the development and implementation of the ministries' management improvement initiatives. It executes a number of control functions and services as the ministries' liaison with Management Board of Cabinet.

CORPORATE POLICY

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6150
Fax (416)314-6566
9:00 - 5:00 


The Corporate Policy unit is responsible for providing leadership, expertise and advice to the Ministers, Deputy Minister, senior management and the staff of the Ministry of Citizenship and Immigration in the areas of corporate policy development, analysis and coordination within the context of government priorities. The Corporate Policy unit acts as the ongoing liaison between the ministry and Cabinet Office. The unit supports the Ministers and Deputy Minister in preparation for Cabinet and Cabinet Committee meetings, tracks Cabinet Committee decisions and reviews the legislative and policy proposals put forward by other ministries in order to assess the implications for ministry clients and stakeholders.

CORPORATE RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6136
Fax (416)314-4968
8:30 - 4:45 

The Corporate Resources Branch provides advice on business and fiscal planning, accounting, modern controllership, facilities management, and related financial and administrative matters to the Ministry of Citizenship and Immigration, Ministry of Culture, and Ministry of Tourism and Recreation. The Facilities, Information and Records Management Unit is responsible for facilities and assets management, Freedom of Information/Protection of Privacy, print services, and records management. The Business and Fiscal Planning Unit is responsible for budget management, financial analysis and business planning. The Accounting and Controllership Unit is responsible for financial systems and reporting, modern controllership and service management.

FREEDOM OF INFORMATION/PROTECTION OF PRIVACY UNIT


5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7094
Fax (416)314-7722
8:00 - 4:30 

The Freedom of Information/Protection of Privacy Unit administers the Freedom of Information and Protection of Privacy Act within the Ministry of Citizenship and Immigration, Ministry of Culture and Ministry of Tourism and Recreation. Assistance to the public in locating certain records or processing requests is available from the Freedom of Information/Protection of Privacy Office. Services provided to the public include various bilingual publications such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation and brochures explaining the freedom of information and privacy legislation.

Services offered to the Public:


Access to Information

HUMAN RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6078
Fax (416)325-6371
8:30 - 4:45 


Human Resources Branch provides strategic consulting and human resource planning services to executive and line managers. It provides interpretation and advice on human resource policies and procedures, collective agreement administration, health and safety services, position classification, recruitment, organizational design, human resources planning and learning services, and French language services for the Ministry of Citizenship and Immigration, Ministry of Culture and Ministry of Tourism and Recreation.

LEGAL SERVICES BRANCH

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7025
Fax (416)314-7038
9:00 - 5:00 


The Legal Services Branch provides strategic legal advice and services to the Ministry of Citizenship and Immigration, the Ministry of Culture and the Ministry of Tourism and Recreation and certain of their agencies to assist them in meeting their business goals and corporate initiatives. Principal areas of law include commercial, corporate, real property and administrative.

REGIONAL SERVICES BRANCH

3rd Flr, Suite 300, 123 Edward St
 Toronto M7A 2R9
 General Inquiry (416)314-0738
 TTY (416)314-6687
 TTY Toll Free 1-800-855-0511
 Fax (416)314-6686
 8:30 - 5:00 

Regional Services Branch provides value-added consulting and delivery services to program areas of the Ministry of Citizenship and Immigration, Ministry of Culture and Ministry of Tourism and Recreation.


CENTRAL AREA

5th Flr, 180 Dundas St W
Toronto M7A 2R9
 General Inquiry (416)314-6044
 Toll Free 1-877-395-4105
 Fax (416)314-2024
 8:30 - 5:00 


DURHAM REGION

Robinson Pl, South Tower
 2nd Flr, 300 Water St
Peterborough K9J 8M5
 General Inquiry (705)755-2624
 Toll Free 1-800-461-7629
 Fax (705)755-2631
 8:30 - 4:45


HAMILTON OFFICE

14th Flr, 119 King St W
Hamilton L8P 4Y7
 General Inquiry (905)704-3950
 Toll Free 1-877-395-4105
 Fax (905)521-7398
 8:30 - 4:45 


MIDHURST OFFICE

2284 Nursery Rd
Midhurst L0L 1X0
 Toll Free 1-877-395-4105
 Fax (705)739-6697
 8:30 - 4:45 


ST CATHARINES OFFICE

9th Flr, 301 St Paul St
St Catharines L2R 7R4
 General Inquiry (905)704-3950
 Toll Free French 1-800-263-2441
 Fax (905)704-3955
 8:30 - 4:45 


NORTHERN AREA

Suite 334, 435 James St S
Thunder Bay P7E 6S7
 General Inquiry (807)475-1683
 Toll Free 1-800-465-6861
 Fax (807)475-1297
 8:30 - 4:45 


DRYDEN OFFICE

Ontario Government Bldg
 479 Government Rd
 PO Box 3000
Dryden P8N 3B3
 General Inquiry (807)223-8682
 Toll Free 1-800-525-8785
 Fax (807)223-8502
 8:30 - 4:45 


KENORA OFFICE

810 Robertson St
Kenora P9N 4J4
 General Inquiry (807)468-2450
 Toll Free 1-800-465-1108
 Fax (807)468-2788
 8:30 - 4:45 

NORTH BAY OFFICE

447 McKeown Ave
North Bay P1B 9S9
 General Inquiry (705)494-4182
 Toll Free 1-800-461-9563
 Fax (705)494-4069
 8:30 - 4:45 

SAULT STE MARIE OFFICE

Roberta Bondar Pl
 Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
 General Inquiry (705)945-5885
 Toll Free 1-800-461-7284 (Within Area Code 705)
 Fax (705)945-5931
 8:30 - 4:45 

SIOUX LOOKOUT OFFICE

62 Queen St


PO Box 267

Sioux Lookout P8T 1A3

General Inquiry (807)737-1018

Toll Free 1-800-529-6619

Fax (807)737-3419

8:30 - 4:45 **SUDBURY OFFICE**

Ontario Government Bldg


Suite 401, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)564-3035

Toll Free 1-800-461-4004

Fax (705)564-3043

8:30 - 4:45 **THUNDER BAY OFFICE**


Suite 334, 435 James St S

Thunder Bay P7E 6S7

General Inquiry (807)475-1683

Toll Free 1-800-465-6861

Fax (807)475-1297

8:30 - 4:45 **TIMMINS OFFICE**

Ontario Government Complex

Hwy 101 E


PO Box 3085

South Porcupine P0N 1H0

General Inquiry (705)235-1550

Toll Free 1-800-305-4442

Fax (705)235-1553

8:30 - 4:45 **SOUTHEAST AREA**


1st Flr, 530 Tremblay Rd

Ottawa K1G 6B7

General Inquiry (613)742-3360

Toll Free 1-800-267-9340

Fax (613)742-5300

8:30 - 4:45 **BRACEBRIDGE OFFICE**


15 Dominion St

Bracebridge P1L 2E7

General Inquiry (705)646-0641

Toll Free 1-800-360-1304

Fax (705)646-0544


8:30 - 4:45 **HUNTSVILLE OFFICE**

207 Main St W

Huntsville P1H 1Z9

General Inquiry (705)789-4448

Fax (705)789-9533

8:30 - 4:45 **KINGSTON OFFICE**

Ontario Government Bldg Beechgrove

Complex

51 Heakes Lane

Kingston K7M 9B1

General Inquiry (613)531-5580

Toll Free 1-800-293-7543

Fax (613)531-5585

8:30 - 4:45 **OTTAWA OFFICE**

1st Flr, 530 Tremblay Rd

Ottawa K1G 6B7

General Inquiry (613)742-3360

Toll Free 1-800-267-9340

Fax (613)742-5300

8:30 - 4:45 **PETERBOROUGH OFFICE**

Robinson Pl South Tower


2nd Flr, 300 Water St

Peterborough K9J 8M5

General Inquiry (705)755-2624

Toll Free 1-800-461-7629 (For Area Code 705 only)

Fax (705)755-2631

8:30 - 4:45 **SOUTHWEST AREA**


4th Flr Suite 405, 30 Duke St W

Kitchener N2H 3W5

General Inquiry (519)578-3600

Toll Free 1-800-265-2189

Fax (519)578-1632

8:30 - 4:30 **KITCHENER OFFICE**


4th Flr, Suite 405, 30 Duke St W

Kitchener N2H 3W5

General Inquiry (519)578-3600

Toll Free 1-800-265-2189

Fax (519)578-1632


8:30 - 4:30 **LONDON OFFICE**

2nd Flr, 659 Exeter Rd

London N6E 1L3

Toll Free 1-800-265-4730

Fax (519)873-4061

8:30 - 4:30 

MARKDALE OFFICE


181 Toronto St S

PO Box 496

Markdale N0C 1H0

Toll Free 1-800-265-5520

Fax (519)986-3014


8:30 - 4:30 **WINDSOR OFFICE**

221 Mill St

Windsor N9C 2R1

Toll Free 1-800-265-1330

Fax (519)973-1414


8:30 - 4:45 **TECHNOLOGY AND BUSINESS SOLUTIONS BRANCH (MCI/MTR/MCL)**

2nd Flr, 400 University Ave

Toronto M7A 2R9

General Inquiry (416)325-6296

Fax (416)325-6388

8:30 - 5:00 

The Technology and Business Solutions Branch is responsible for the planning and implementation of information technology solutions to meet business requirements of the Ministries of: Citizenship and Immigration (including Women's Directorate and Seniors' Secretariat); Tourism and Recreation; and Culture. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; client consultation to identify opportunities where technology will assist client business activities in multiple locations; technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network. Under administrative agreements, the branch also provides information and information technology services and support to the Office of Francophone Affairs.

ACTS

Deaf-Blind Awareness Month Act, 2000, S.O. 2000, c.34

Holocaust Memorial Day Act, 1998, S.O. 1998, c.25


Ministry of Citizenship and Culture Act, R.S.O. 1990, c.M.18

insofar as it relates to activities and programs respecting citizenship and immigration.

Ontarians with Disabilities Act, 2001, S.O. 2001, c.32

Remembrance Day Observance Act, 1997, S.O. 1997, c.18


MINISTRY OF COMMUNITY AND SOCIAL SERVICES

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5666
TTY 1-800-387-5559
Toll Free 1-888-789-4199
www.css.gov.on.ca 

The ministry vision is to provide an effective accountable system of community and social services that supports and invests in individuals, families and communities. This system is based on a foundation of strong partnerships with municipalities and community agencies that provide supports to help adults live independently, families care for loved ones and people contribute to and participate in the community. We are guided by the values of fairness, accountability and shared responsibility as we deliver integrated and client-focused services. The ministry has two core businesses: income and employment supports and social and community services. Services and supports are directed to those most in need, while reinvesting in prevention and early intervention services. The ministry provides funding for supports for people with special needs, Aboriginal people and others who are homeless or otherwise socially disadvantaged in society, as well as victims of domestic violence.


DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND MARKETING BRANCH

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
TTY (416)212-7072
Fax (416)325-5200
Fax (416)325-5694 (Secured Fax)
8:30 - 5:00 


The Communications and Marketing Branch establishes communications policies for the ministry and develops communications strategies to ensure that the public and people who rely on the ministry's support are aware of major program and policy initiatives. Responsibilities include liaison with the news media; creative services, translation, production and distribution of information products, issues coordination, web design and support, correspondence management and coordinating responses to Freedom of Information and Protection of Privacy requests.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY UNIT

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)326-2567
8:30 - 5:00 


The Freedom of Information and Protection of Privacy Unit coordinates the implementation of the Freedom of Information and Protection of Privacy Act (FIPPA) across the ministry.

INTERNAL AUDIT BRANCH

30th Flr Suite 3003, 2 Bloor St W
Toronto M4W 3V5
General Inquiry (416)314-6920
Fax (416)314-3605
8:30 - 5:00 


Internal audit services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor in the Internal Audit Division.

LEGAL SERVICES BRANCH

17th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)327-4900
Fax (416)327-0568
8:45 - 5:00 


Legal Services Branch staff are employed by the Ministry of the Attorney General and seconded to both the Ministry of Community and Social Services and the Ministry of Children and Youth Services. Lawyers in the Branch provide legal opinions and advice to the ministers and ministry staff with respect to issues arising from the administration of the legislation and programs for which each ministry is responsible. They draft and interpret legislation and regulations, orders-in-council and agreements. They also represent both ministries before courts and tribunals.

BUSINESS PLANNING AND CORPORATE SERVICES DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5595
Fax (416)325-5615 


The Business Planning and Corporate Services Division is responsible for providing policy direction and support to the ministry in the areas of administrative services, controllership, corporate policy and intergovernmental affairs, federal/provincial cost-sharing, financial planning and analysis and human resources. The division is comprised of three branches: Human Resources (including the broader public sector); Financial Planning and Business Management; and Corporate Policy and Intergovernmental Affairs. The division is also the ministry's point of contact with Internal Audit Division, Management Board Secretariat, and the Human Services I&IT Cluster.

CORPORATE POLICY AND INTERGOVERNMENTAL AFFAIRS BRANCH

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5373
Fax (416)325-5397
8:30 - 5:00 


The Corporate Policy and Intergovernmental Affairs Branch provides strategic leadership within the ministry for integrated planning, cross-ministry policy coordination and federal/provincial/territorial relations.

CORPORATE POLICY UNIT

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5373
Fax (416)325-5397
8:30 - 5:00 


The Corporate Policy Unit contributes to the ministry's annual business planning process, coordinates policy initiatives that have cross-ministry scope and impact, and provides corporate leadership on governance and accountability initiatives.

INTERGOVERNMENTAL AFFAIRS UNIT

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-5397
8:30 - 5:00 


The Intergovernmental Affairs Unit coordinates social policy issues that cut across federal, provincial and territorial jurisdictions. The unit provides support and advice in preparation for and during meetings of Social Services Ministers, the annual Premiers' Conference and scheduled First Ministers' meetings. In addition, the unit liaises extensively with other jurisdictions and Ontario ministries on federal, provincial and territorial social policy issues.

POLICY COORDINATION UNIT

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-5397
8:30 - 5:00 


The Policy Coordination Unit acts as the ongoing liaison between the Ministry and Cabinet Office. The unit supports the Minister and Deputy Minister in preparation for Cabinet and Cabinet Committee meetings, tracks Cabinet Committee decisions and reviews the legislative and policy proposals put forward by other ministries in order to assess the implications for ministry clients and stakeholders.

FINANCIAL PLANNING AND BUSINESS MANAGEMENT BRANCH

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00 


The Financial Planning and Business Management Branch is responsible for analyzing and evaluating the financial and resource implications of ministry programs; coordinating estimates preparation and multi-year financial planning including capital, providing financial management services to ministry branches; coordinating better business practices; establishing standards in the area of controllership, risk management, and service management; coordinating business planning for the ministry and liaising with the Ministry of Finance and Management Board Secretariat.

BUSINESS ANALYSIS UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00 


The Business Analysis Unit provides comprehensive business advice in support of funding, program and policy changes, and liaising with the Ministry of Finance and Management Board Secretariat.

BUSINESS PLANNING AND ALLOCATIONS UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00 


Business Planning and Allocations Unit coordinates the annual business planning process and estimates preparation, multi-year financial planning, and liaising with the Ministry of Finance and Management Board Secretariat.

BUSINESS PRACTICES UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)327-8825
8:30 - 5:00 


The Business Practices Unit provides business tools and advice to encourage efficient and consistent business practices. This includes producing the ministry's transfer payment budget package and delegation of financial authority framework.

CONTROLLER'S OFFICE

10th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7972
Fax (416)326-8168 


The Controller's Office provides guidance and directions to Regions, Facilities, and Corporate Offices regarding effective application of controllership and risk management; develops and implements financial policies; and provides service management liaison between the ministry and the Shared Services Bureau.

FINANCIAL REPORTING UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00 


The Financial Reporting Unit manages the in-year reporting and monitoring of the ministry's financial position. This includes forecasting, budgeting control, Federal/Provincial cost-sharing administration and capital.

HUMAN RESOURCES BRANCH

23rd Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4755
TTY (416)327-4817
Fax (416)327-0561
8:30 - 5:00 


The Human Resources Branch supports the implementation of corporate initiatives and the ministries' core businesses and policy priorities by providing senior management, corporate offices and the field staff with comprehensive human resources advice, policy direction, strategic planning, and interpretation of collective agreements and related legislation. Human Resource services include: Recruitment and Selection; Employment Transition; Performance Management; Succession Planning; Learning and Development; Organizational Design; Employee Classification, Pay and Benefits; Workplace Discrimination and Harassment Prevention (WDHP); Health and Safety; Emergency Management, Labour Relations and Accommodation and Facilities Management services.

COMMUNITY AND DEVELOPMENTAL SERVICES DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-3694
Fax (416)325-5615
8:30 - 5:00 

The Community and Developmental Services Division leads ministry policy development to enhance services and supports for people with developmental disabilities and vulnerable adults, including services and support for abused women and their children and the homeless. The division leads the Aboriginal Healing and Wellness Strategy on behalf of four ministries, working with 15 Aboriginal organizations.


COMMUNITY SERVICES BRANCH

12th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)327-4971
Fax (416)325-8865
8:30 - 5:00 

The Community Services Branch is responsible for policy and program development and evaluation of community-based services for adults and families, which include Violence Against **Women** Prevention Programs that provide community support services to women who are victims of violence and their children; Interpreter/Intervenor Services for those who are **deaf/blind**;


Aboriginal Services; Homelessness Prevention Programs and liaison with the Ontario College of Social Workers and Social Service Workers. The branch works closely with other divisions within the ministry, with other ministries, with other levels of government and with community partners to support service delivery consistent with the government's policy objectives.

ABORIGINAL HEALING AND WELLNESS STRATEGY

2nd Flr, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)326-6905
Fax (416)326-7934 


The **Aboriginal** Healing and Wellness Strategy (AHWS) is a partnership among four government ministries (CSS), Ministry of the Attorney General (Ontario Native Affairs Secretariat), Ministry of **Health** and Long Term Care, and Ministry of Citizenship and Immigration (Ontario Women's Directorate) and 15 Aboriginal organizations and **First Nations**. Programs and services funded through AHWS address both the prevention of **family violence** and the improvement of health in Aboriginal communities, on-reserve and off-reserve. AHWS programs include women's shelters, health access centers, crisis/suicide intervention, health promotion/education, **youth** treatment, healing lodges and training.

DEVELOPMENTAL SERVICES BRANCH

12th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)327-4954
Fax (416)325-5554
8:30 - 5:00 


The role of the Developmental Services Branch is to develop and evaluate policies and programs responding to the needs of adults with developmental **disabilities** and their families. The branch works closely with other divisions in the ministry, with other ministries and with community service delivery partners to support an integrated, responsive developmental service system and to ensure that programs and services delivered are consistent with the ministry's overall policy objectives.

HUMAN SERVICES CLUSTER, INFORMATION AND INFORMATION TECHNOLOGY

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
Fax (416)314-0289
8:30 - 5:00 


The Human Services I&IT Cluster (HSC) provides information management and information technology solutions that enable and support the business requirements of the Ministry of Community and Social Services, the Ministry of Children and Youth Services, the Ministry of Health and Long-Term Care, and their agents. The Cluster supports the Ontario government's I&IT Strategy and plays a leadership role in major business transformation initiatives and infrastructure projects that are currently underway. The Cluster is also working to promote the evolution towards a common IT infrastructure for government.

PROGRAM MANAGEMENT DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5581
Fax (416)325-5432
8:30 - 5:00 

The Program Management Division (PMD) is responsible for managing the delivery of all ministry programs and services throughout the province. PMD consists of: Family Responsibility Office (FRO); Management Support Branch (MSB); Office of Child and Family Services Advocacy (Advocacy Office); Performance Management Branch (PMB); Regional Offices; and Social Assistance and Municipal Operations Branch (SAMO). The nine regional offices are responsible for the direct delivery of some ministry programs, and provide a management role for those services delivered locally by municipalities and transfer payment agencies. Regional Offices are also accountable for three Schedule 1 Facilities for people with developmental disabilities, and two facilities for children with multiple, complex high needs.

FAMILY RESPONSIBILITY OFFICE


PO Box 220 Downsview Post Office
Downsview M3M 3A3
(416)326-1818 (Automated Information, 7 days, 24 hrs)
(416)326-1817 (Client Services, M-Th 8 - 7, Fri 8 - 5)
(416)240-2410 (Interjurisdictional Support Orders Unit - ISO)
TTY (416)240-2414
Toll Free 1-800-267-4330 (Client Services Outside 416 & 905 Local Calling Area)
Toll Free 1-800-267-7263 (Automated Info Outside 416 & 905 Local Calling Area)
Toll Free 1-800-463-3533 (ISO Outside 416 & 905 Local Calling Area)
Fax (416)240-2401 (Client Services)
8:30 - 5:00 

The **Family** Responsibility Office (FRO) operates under the authority of the Family Responsibility and Support Arrears **Enforcement** Act, 1996. FRO administers and enforces court orders for **child** and spousal support. It also enforces domestic contracts, such as separation agreements that are filed with the courts, and ensures compliance with support orders from reciprocating jurisdictions.

Services offered to the Public:


Family Responsibility

MANAGEMENT SUPPORT BRANCH

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5444
Fax (416)212-1499
8:30 - 5:00 


Management Support Branch is a corporate office for Program Management Division designed to facilitate and support critical management and delivery functions. The branch provides a range of delivery and operational support services to Integrated Children's Programs and Community/Developmental Services programs.

ADOPTION DISCLOSURE AND REGISTER

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4733
Fax (416)326-6867
8:30 - 5:00 


The **Adoption** Disclosure and Register provides a register for adult adoptees who were adopted in Ontario, and for their birth parents and birth relatives (siblings and grandparents) who wish to contact one another. The section also conducts searches upon request from the adult adoptee in order to locate specific birth relatives. Searches are given priority for health, safety or welfare reasons.

CHAPLAINCY SERVICES ONTARIO

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)326-6859
Fax (416)327-0573
8:30 - 5:00 


Chaplaincy Services Ontario, in consultation with the Ontario Multifaith Council on Spiritual and Religious Care (OMCSRC), coordinates and develops effective spiritual and religious care in Schedule I facilities, and where requested or appropriate, in community programs and/or transfer payment agencies of the Ministry of Community and Social Services, Ministry of Children & Youth Services, Ministry of Community Safety & Correctional Services, and the Ministry of Health and Long-Term Care.

CHILD ABUSE REGISTER

24th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4680
Fax (416)327-1203
8:30 - 5:00 


The **Child Abuse** Register section protects the best interests of the children by maintaining records of verified abuse cases and sharing information with Children's Aid Societies (CAS) investigating reported cases of abuse.

CHILD AND FAMILY SERVICES REVIEW BOARD

24th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4673
Fax (416)327-0558
8:30 - 5:00 


The **Child** and **Family** Services Review Board provides an appeal mechanism under the Child and Family Services Act (CFSA), the Intercountry **Adoption** Act and the Education Act. The board makes specific decisions on the residential placement of children; refusal of placement by private adoption licensees; adoption placement, refusal to disclose non-identifying adoption information; applications for the release of children from emergency secure treatment facilities; and expulsion of a student by a school board. The board operates independently.

CHILD WELFARE REVIEW UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4669
Fax (416)326-5359
8:30 - 5:00 


The Child Welfare Review Unit is responsible for conducting annual file reviews to ensure the well being of children in the care of, or being served by Children's Aid Societies in the Province.

CUSTODY REVIEW BOARD

24th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)327-4672
Toll Free 1-800-597-6088
Fax (416)327-0558
8:30 - 5:00 


The **Custody** Review Board reviews placements and may hold hearings at the request of young persons in custody. The board operates independently.

DEVELOPMENTAL SERVICES / COMMUNITY PROGRAMS

24th Flr, 2 Bloor St W
Toronto M4W 3E2
General Inquiry (416)325-2998
Fax (416)325-5500
8:30 - 5:00 


The Developmental Services/Community Programs unit provides a range of delivery and operational support services to programs such as Violence Against Women, Supportive Housing, Developmental Services and Adoption Disclosure.

INTEGRATED SERVICES FOR CHILDREN

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5560
Fax (416)212-1499
8:30 - 5:00 


The Integration Services for Children's Unit provides a range of delivery and operational support services for children's programs such as Private and International Adoptions, Child Abuse Register, Children with Special Needs, Children's Mental Health, Young Offenders, Child Welfare Reviews, and Board Administration.

PRIVATE AND INTERNATIONAL ADOPTION

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4742
Fax (416)212-6799
8:30 - 5:00 

The Private and International **Adoptions** section monitors and regulates the Ontario system of private and international adoption for the benefit of **children**, birth parents and adoptive parents.

PERFORMANCE MANAGEMENT BRANCH

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5508
Fax (416)327-0146
8:30 - 5:00 

Performance Management Branch provides executive support to the Assistant Deputy Minister and leadership to continuous business improvement, monitors and evaluates program and business performance, and supports enhancements in interdivisional working relationships. The branch operates in tandem with Management Support Branch (MSB) and Social Assistance and Municipal Operations Branch (SAMO) to provide appropriate supports, tools and best practices to regional offices.


CHILD WELFARE UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)212-3454
Fax (416)212-7010

The Child Welfare Unit provides leadership for the development of strategies to support the ministry in effectively managing the business and fiscal challenges in the Child Welfare Program sector.

REGIONAL OFFICES

CENTRAL EAST REGIONAL OFFICE

465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900
TTY (905)715-7759
Toll Free 1-877-669-6658
Fax (905)895-6804 (Community Programs)
Fax (905)895-1835 (Business Services)
Fax (905)895-4330 (Regional Director, Human Resources)
Fax (905)715-7662 (ODSP)
8:30 - 5:00 

CENTRAL EAST REGION - NEWMARKET**COMMUNITY PROGRAMS AND SERVICES UNIT**

465 Davis Dr


Newmarket L3Y 8T2

General Inquiry (905)868-8900

TTY (905)715-7759

Toll Free 1-877-669-6658

Fax (905)895-6804

8:30 - 5:00 **ONTARIO DISABILITY SUPPORT PROGRAM**

465 Davis Dr


Newmarket L3Y 8T2

General Inquiry (905)868-8900

TTY (905)715-7759

Toll Free 1-877-669-6658

Fax (905)715-7662

8:30 - 5:00 **HURONIA REGIONAL CENTRE - ORILLIA**

700 Memorial Ave


PO Box 1000

Orillia L3V 6L2

General Inquiry (705)326-7361

Toll Free 1-866-550-7361

Fax (705)326-5269 (Administration, Business Services & Human Resources)

8:15 - 4:30 **LOCAL OFFICE - BARRIE**

34 Simcoe St

Barrie L4N 6T4


General Inquiry (705)737-1311

TTY (705)737-9601

Toll Free 1-800-461-7551

Fax (705)737-4197 (ODSP)

Fax (705)737-5142 (Probation)

8:30 - 5:00 **COMMUNITY PROGRAMS UNIT**


34 Simcoe St

Barrie L6N 6T4

General Inquiry (705)737-1311

Toll Free 1-800-461-7551

Fax (705)737-4197

8:30 - 5:00 **ONTARIO DISABILITY SUPPORT PROGRAM**

34 Simcoe St


Barrie L4N 6T4

General Inquiry (705)737-1311

TTY (705)737-9601

Toll Free 1-800-461-7551

Fax (705)737-4197

8:30 - 5:00 **LOCAL OFFICE - LINDSAY**

2nd Flr, 322 Kent St W


Lindsay K9V 4T7

General Inquiry (705)324-6128

TTY (705)324-7935

Toll Free 1-800-565-3554

Fax (705)324-5244

8:30 - 5:00 **ONTARIO DISABILITY SUPPORT PROGRAM**

2nd Flr, 322 Kent St W


Lindsay K9V 4T7

General Inquiry (705)324-6128

TTY (705)324-7935

Toll Free 1-800-565-3554

Fax (705)324-5244

8:30 - 5:00 **LOCAL OFFICE - ORILLIA**

Cottage C, 700 Memorial Ave

PO Box 98


Orillia L3V 6H9

General Inquiry (705)325-7408

TTY (705)325-3887

Toll Free 1-800-565-9871

Fax (705)325-0443

8:30 - 5:00 **ONTARIO DISABILITY SUPPORT PROGRAM**

Cottage C, 700 Memorial Ave

PO Box 98


Orillia L3V 6H9

General Inquiry (705)325-7408


TTY (705)325-3887

Toll Free 1-800-565-9871


Fax (705)325-0443

8:30 - 5:00 


LOCAL OFFICE - PETERBOROUGH

2nd Flr, 360 George St N
Peterborough K9H 7E7
 General Inquiry (705)742-9292
 TTY (705)742-8915
 TTY (705)742-7507
 Toll Free 1-800-663-8560
 Fax (705)743-7998
 Fax (705)742-8048 (ODSP)
 8:30 - 5:00 


COMMUNITY PROGRAMS AND SERVICES UNIT

2nd Flr, 360 George St N
Peterborough K9J 7E7
 General Inquiry (705)742-9292
 TTY (705)742-7507
 Toll Free 1-800-663-8560
 Fax (705)743-7998
 8:30 - 5:00 


ONTARIO DISABILITY SUPPORT PROGRAM

2nd Flr, 360 George St N
Peterborough K9J 7E7
 General Inquiry (705)742-9292
 TTY (705)742-8915 (1st Flr)
 TTY (705)742-7507 (2nd Flr)
 Toll Free 1-800-663-8560
 Fax (705)742-8048
 Fax (705)743-7998
 8:30 - 5:00 


LOCAL OFFICE - WHITBY

1400 Hopkins St
Whitby L1N 2C3
 General Inquiry (905)665-1030
 TTY (905)665-1053
 Toll Free 1-800-722-1196
 Fax (905)665-1050 (ODSP)
 Fax (905)665-1043 (Probation)
 8:30 - 5:00 


LOCAL OFFICES**EMPLOYMENT SUPPORTS PROGRAM - CAMBRIDGE**

Cambridge Pl
 Suite 605, 73 Water St N
Cambridge N1R 7L6
 General Inquiry (519)623-1230
 TTY (519)623-6593
 Fax (519)623-4752
 8:30 - 5:00 


COMMUNITY PROGRAMS AND SERVICES UNIT

1400 Hopkins St
Whitby L1N 2C3
 General Inquiry (905)665-1030
 TTY (905)665-1053
 Toll Free 1-800-722-1196
 Fax (905)665-1043
 8:30 - 5:00 


ONTARIO DISABILITY SUPPORT PROGRAM

1400 Hopkins St
Whitby L1N 2C3
 General Inquiry (905)665-1030
 TTY (905)665-1053
 Toll Free 1-800-722-1196
 Fax (905)665-1050
 8:30 - 5:00 


CENTRAL WEST REGIONAL OFFICE - MISSISSAUGA

Suite 200, 6733 Mississauga Rd
Mississauga L5N 6J5
 General Inquiry (905)567-7177
 French Phone (905)567-7177x232
 Toll Free 1-877-708-2896 (Serious Occurrence Reporting)
 Toll Free 1-877-832-2818 (Main)
 Fax (905)567-3218 (Human Resources)
 Fax (905)567-3215 (Regional Director; Business Unit; Finance:ODSP;Community Programs)
 Fax (905)567-3216 (Licensing - Child Care facilities, Group Homes, Foster Homes)
 Fax 1-877-708-2895 (Serious Occurrence Reporting)
 8:30 - 5:00 


EMPLOYMENT SUPPORTS PROGRAM - GUELPH

Wellington Plaza
 86 Gordon St
Guelph N1H 4H6
 General Inquiry (519)822-7500x227
 Toll Free 1-800-567-2953
 Fax (519)837-0789
 8:30 - 5:00 


EMPLOYMENT SUPPORTS PROGRAM -
HALTON

Burlington Resource Ctr
2nd Flr, 440 Elizabeth St
Burlington L7R 2M1
General Inquiry (905)637-4500x4644
TTY (905)681-0720
Toll Free 1-800-567-6388
Fax (905)681-0422
8:30 - 5:00 


EMPLOYMENT SUPPORTS PROGRAM -
KITCHENER/WATERLOO

2nd Flr, 385 Fairway Rd S
Kitchener N2C 2N9
General Inquiry (519)886-4700
Toll Free 1-800-441-9820
Fax (519)886-8997
8:30 - 5:00 


EMPLOYMENT SUPPORTS PROGRAM -
PEEL

Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3146
TTY (905)897-3162
Toll Free 1-800-361-0897
Fax (905)897-7419
8:30 - 5:00 


ONTARIO DISABILITY SUPPORT
PROGRAM - CAMBRIDGE

Cambridge Pl
Suite 605, 73 Water St N
Cambridge N1R 7L6
General Inquiry (519)623-1230
TTY (519)623-6593
Fax (519)623-4752
8:30 - 5:00 


ONTARIO DISABILITY SUPPORT
PROGRAM - GUELPH

Wellington Plaza
86 Gordon St
Guelph N1H 4H6
General Inquiry (519)822-7500
TTY (519)822-1561
Toll Free 1-800-567-2953
Fax (519)837-0789
8:30 - 5:00 


ONTARIO DISABILITY SUPPORT
PROGRAM - HALTON

Burlington Resource Ctr
2nd Flr, 440 Elizabeth St
Burlington L7R 2M1
General Inquiry (905)637-4500
TTY (905)681-0720
Toll Free 1-800-567-6388
Fax (905)681-0422
8:30 - 5:00 


ONTARIO DISABILITY SUPPORT
PROGRAM - PEEL

Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3100
TTY (905)897-3109
Toll Free 1-800-361-0897
Fax (905)897-5129
8:30 - 5:00 

ONTARIO DISABILITY SUPPORT
PROGRAM- KITCHENER/WATERLOO

2nd Flr, 385 Fairway Rd S
Kitchener N2C 2N9
General Inquiry (519)886-4700
TTY (519)886-8304
Toll Free 1-800-441-9820
Fax (519)886-8997
8:30 - 5:00 

EASTERN REGIONAL OFFICE - OTTAWA

2nd 3rd 4th 5th 6th and 7th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
TTY (613)787-3959 (ODSP Income Support)
TTY (613)787-5264 (Employment Support)
Toll Free 1-800-267-5111
Fax (613)787-5252 (Employment Supports)
Fax (613)787-3990 (7th Flr)
Fax (613)787-4090 (6th Flr)
Fax (613)787-4096 (CVP, ODSP - Team 4)
Fax (613)787-6001 (HR, Eligibility Review,
2nd Flr)
8:30 - 5:00 

COMMUNITY SERVICES (C.S.)

Community Services provides services directly or through contracting with community-based mandated and other services described in the Ministry's Business Plan. Clients are **children** in need of protection, **young offenders**, children and adults with developmental **disabilities** and children requiring mental health supports. It also provides funds and supports to the Consolidated Municipal Services Managers (Municipalities) in the administration of Ontario Works, LEAP and **Homelessness** and Family Violence Programs.

ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES/SPECIAL SERVICES AT HOME

2nd Flr, 10 Rideau St

Ottawa K1N 9J1


(613)787-4064 (Special Services at Home)

(613)788-2399 (Assistance for Children with Severe Disabilities)

Toll Free 1-800-267-5111 (Ottawa)

Toll Free 1-800-565-5374x354 (Cornwall)

Fax (613)787-5284

8:30 - 5:00 


COMMUNITY SERVICES 1

7th Flr, 10 Rideau St

Ottawa K1N 9J1

General Inquiry (613)234-1188

Fax (613)787-3990

8:30 - 5:00 

Children's and Community Services Programs provides service directly or through contracting with community-based mandated and other services described in the Ministry Business Plan. Clients are children in need of protection, young offenders, children requiring mental health supports and people in need of Family Violence Support.


COMMUNITY SERVICES 2

7th Flr, 10 Rideau St

Ottawa K1N 9J1

General Inquiry (613)234-1188

Fax (613)787-3990

8:30 - 5:00 

Developmental Services provides services directly or through contracting with community-based mandated and other services described in the Ministry Business Plan. Clients are children and adults with developmental disabilities.


COMMUNITY SERVICES 3

7th Flr, 10 Rideau St

Ottawa K1N 9J1

General Inquiry (613)234-1188

Fax (613)787-3990

8:30 - 5:00 

Municipal programs provide funds and support to the Consolidated Municipal Services Managers (Municipalities) in the administration of Ontario Works, LEAP, and Homelessness.

LOCAL OFFICES**CORNWALL LOCAL OFFICE**

3rd Flr, 4 Montreal Rd


Cornwall K6H 1B1

General Inquiry (613)932-3381

Toll Free 1-800-565-5374

Fax (613)933-0354 (3rd Flr ODSP)

Fax (613)932-1597 (Admin)

8:30 - 5:00 **HAWKESBURY LOCAL OFFICE**


692 Main St E

Hawkesbury K6A 1B4

General Inquiry (613)632-1171

Toll Free 1-800-565-4431

Fax (613)632-6805

8:30 - 5:00 **PEMBROKE LOCAL OFFICE**

3rd Flr, 77 Mary St

Pembroke K8A 5V4


General Inquiry (613)735-1073

TTY (613)735-7005

Toll Free 1-800-267-0112

TTY Toll Free 1-800-735-7005

Fax (613)735-6256

8:30 - 5:00 **RENFREW SUB OFFICE**

357 Raglan St S


Renfrew K7V 1R6

General Inquiry (613)432-4886

TTY (613)432-8584

Toll Free 1-800-267-5872

Fax (613)432-9872

8:30 - 5:00 **ONTARIO DISABILITY SUPPORT PROGRAM**

5th Flr, 10 Rideau St

Ottawa K1N 9J1

General Inquiry (613)234-1188

TTY (613)787-3959

TTY (613)787-5264 (Employment Supports)

TTY 1-877-520-2328 (Employment Supports Toll Free)

Toll Free 1-800-267-5111

Fax (613)787-3262 (Admin. Support & Team 5 Intake)


Fax (613)787-5252 (Employment Supports)

Fax (613)788-2382 (ODSP Program Manager)

Fax (613)787-4096 (Team 2 & 4)

Fax (613)787-5291 (Team 3 & Team 5)

Fax (613)787-5255 (ERO)

8:30 - 5:00 **INCOME SUPPORT****ODSP TEAM 1 - INCOME SUPPORT (ERO AND ORFUS)**

2nd Flr, 10 Rideau St


Ottawa K1N 9J1

General Inquiry (613)234-1188

TTY (613)787-3959

Toll Free 1-800-267-5111

Fax (613)787-5255

8:30 - 5:00 **ODSP TEAM 2 - CONSOLIDATED VERIFICATION PROCESS**


5th Flr, 10 Rideau St

Ottawa K1N 9J1

General Inquiry (613)236-4313

TTY (613)787-3959

Fax (613)787-4096

8:30 - 5:00 **ODSP TEAM 3 - INCOME SUPPORT (CASE MANAGEMENT)**


5th Flr, 10 Rideau St

Ottawa K1N 9J1

General Inquiry (613)234-1188

TTY (613)787-3959

Fax (613)787-5291

8:30 - 5:00 **ODSP TEAM 4 - INCOME SUPPORT (CASE MANAGEMENT)**


4th Flr, 10 Rideau St

Ottawa K1N 9J1

General Inquiry (613)234-1188

TTY (613)787-3959

Fax (613)787-4096

8:30 - 5:00 

**ODSP TEAM 5 - INCOME SUPPORT
INTAKE AND CASE MANAGEMENT**

4th Flr, 10 Rideau St

Ottawa K1N 9J1


General Inquiry (613)787-3951

General Inquiry (613)234-1188

TTY (613)787-3959

Fax (613)787-5291

Fax (613)787-3262

8:30 - 5:00 

ODSP EMPLOYMENT SUPPORTS

4th Flr, 10 Rideau St


Ottawa K1N 9J1

General Inquiry (613)234-1188

TTY (613)787-5264

Toll Free 1-800-267-5111

Fax (613)787-5252

8:30 - 5:00 

**RIDEAU REGIONAL CENTRE - SMITHS
FALLS**

3312 County Rd 43

PO Box 2000


Smiths Falls K7A 4T7

General Inquiry (613)284-0123

Fax (613)284-0361 (Materiel Services/Finance
Section)

Fax (613)283-3463 (Administrator)

Fax (613)284-0279 (Director, Client Services -
Clinical Lead)

8:15 - 4:30 

**HAMILTON/NIAGARA REGIONAL
OFFICE - HAMILTON**

Ellen Fairclough Bldg

119 King St W

Hamilton L8P 4Y7

General Inquiry (905)521-7280

TTY (905)546-8276

TTY Toll Free 1-866-221-2229

Fax (905)546-8284 (ODSP Income Support)

Fax (905)521-7736 (Human Resources)


Fax (905)521-7303 (ODSP Management/
Employment Supports Management)

Fax (905)546-8277 (Regional Director,
Municipal Services Unit)

Fax (905)521-7568 (ODSP Employment
Supports)

Fax (905)521-7442 (Business Unit &
Information Technology)

Fax (905)546-8247 (Community Programs
Unit)

8:30 - 5:00 

**ST CATHARINES, COMMUNITY
PROGRAMS**


Mezzanine, 301 St Paul St

St Catharines L2R 7R4

General Inquiry (905)704-3209

Toll Free 1-800-281-0441

Fax (905)704-3070

8:30 - 5:00 

LOCAL OFFICES

**BRANTFORD - ODSP OFFICE - INCOME
SUPPORT AND EMPLOYMENT
SUPPORTS**

3rd Flr, Suite 302, 38 Darling St

Brantford N3T 6A8

General Inquiry (519)756-5790


(519)756-5790 (Income Support/Employment
Supports)

TTY (519)756-3693

Toll Free 1-866-729-2228

TTY Toll Free 1-888-814-7005

Fax (519)756-2320

8:30 - 5:00 

**HAMILTON - ODSP OFFICE - INCOME
SUPPORT AND EMPLOYMENT
SUPPORTS**

Ellen Fairclough Bldg

Suite 600, 119 King St W

Hamilton L8P 4Y7

General Inquiry (905)521-7280

(905)521-7549 (Employment Supports)

TTY (905)546-8276


Toll Free 1-800-561-0369

TTY Toll Free 1-866-221-2229

Fax (905)521-7568 (Income Support/
Employment Supports)

Fax (905)546-8284 (Income Support/
Employment Supports)

Fax (905)521-7303 (ODSP Management)

8:30 - 5:00 

**SIMCOE - ODSP OFFICE - INCOME
SUPPORT AND EMPLOYMENT SUPPORT**

25 Kent St N


Simcoe N3Y 3S1

General Inquiry (519)426-9350


TTY (519)426-0351

Toll Free 1-800-265-8071


Fax (519)426-7909

8:30 - 5:00 


**ST CATHARINES - ODSP OFFICE -
INCOME SUPPORT AND EMPLOYMENT
SUPPORTS**

Garden City Tower
Mezzanine, 301 St Paul St
St Catharines L2R 7R4
(905)688-3022 (Income Support)
(905)688-3022 (Employment Supports)
TTY (905)688-1140
Toll Free 1-800-263-5413
Fax (905)688-2904
8:30 - 5:00 

NORTH EAST REGIONAL OFFICE


621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
TTY (705)474-7665
Toll Free 1-800-461-6977
Fax (705)474-5815 (Regional Director's Unit)
Fax (705)474-5044 (Human Resources)
Fax (705)474-5446 (Administration, Early
Years, Municipal Services and Program
Management-ODSP)
Fax (705)474-3830 (Ontario Disability
Support Program (Income Support and
Employment Supports))
Fax (705)474-3825 (Program Unit, Business
Services Unit)
8:30 - 5:00 

COMMUNITY PROGRAMS


621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
TTY (705)474-7665
Fax (705)474-3825 (Program Unit)
8:30 - 5:00 

Children's Services, Developmental Services, Violence Against **Women** Programs, Special
Services at Home and Assistance for Children with Severe **Disabilities**.


**LOCAL OFFICE - BRACEBRIDGE
ONTARIO DISABILITY SUPPORT
PROGRAM - INCOME SUPPORT AND
EMPLOYMENT SUPPORTS**

Suite 1, 50 Ball's Dr
Bracebridge P1L 1T1
General Inquiry (705)645-8718
TTY (705)645-7904
Toll Free 1-800-665-9718
Fax (705)645-7568
8:30 - 5:00 


TIMMINS LOCAL OFFICE

Ontario Government Complex
Hwy 101 E
PO Bag 3040
South Porcupine P0N 1H0
General Inquiry (705)235-1700
TTY (705)235-1786
Toll Free 1-800-461-9843
Fax (705)235-1778 (Ontario Disability
Support Program)
Fax (705)235-1724 (Administration & IT)
Fax (705)235-1705 (Community Programs &
Program Review)
8:30 - 5:00 

**NORTH BAY - ONTARIO DISABILITY
SUPPORT PROGRAM - INCOME
SUPPORT AND EMPLOYMENT
SUPPORTS**


621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
TTY (705)474-7665
Toll Free 1-800-461-6977
Fax (705)474-3830 (Income Support &
Employment Supports)
Fax (705)474-5446 (Program Management-
ODSP)
8:30 - 5:00 

**LOCAL OFFICE - KIRKLAND LAKE
ONTARIO DISABILITY SUPPORT
PROGRAM - INCOME SUPPORT AND
EMPLOYMENT SUPPORTS**

Suite 209, 10 Government Rd E
PO Box 787
Kirkland Lake P2N 3K4
General Inquiry (705)567-3391
TTY (705)567-4645
Toll Free 1-800-461-4961
Fax (705)567-5011
8:30 - 5:00 

**LOCAL OFFICE - TIMMINS ONTARIO
DISABILITY SUPPORT PROGRAM -
INCOME SUPPORT AND EMPLOYMENT
SUPPORTS**

Ontario Government Complex
Hwy 101 E
PO Bag 3040

South Porcupine P0N 1H0
General Inquiry (705)235-1700
TTY (705)235-1786
Toll Free 1-800-461-9843
Fax (705)235-1778
8:30 - 5:00 

**NORTHERN REGIONAL OFFICE -
SUDBURY**

Provincial Bldg
Suite 1002, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-6699
Toll Free 1-800-263-3347 (Northern Bursary
Program)
Toll Free 1-800-265-1222
Fax (705)564-3099


KENORA LOCAL OFFICE

808 Robertson St
PO Bag 5400
Kenora P9N 3X9
General Inquiry (807)468-2406
Toll Free 1-800-268-2970
Fax (807)468-2443 (Probation/HR/Admin)
Fax (807)468-2449 (Community Programs)

SAULT STE MARIE LOCAL OFFICE

Roberta Bondar Pl
Suite 450, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)541-2100
Toll Free 1-800-825-7643
Fax (705)253-2082


**SAULT STE MARIE - ONTARIO
DISABILITY SUPPORT PROGRAM**

341 Queen St E
Sault Ste Marie P6A 1Z2
General Inquiry (705)253-2001
TTY (705)253-2091
Toll Free 1-800-825-7593
Fax (705)253-2090
8:30 - 5:00 


SUDBURY LOCAL OFFICE

Provincial Bldg
Suite 601, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-8153
Toll Free 1-800-268-6119
Fax (705)564-3153


**SUDBURY - ONTARIO DISABILITY
SUPPORT PROGRAM**

Provincial Bldg
Suite 501, 199 Larch St
Sudbury P3E 5P9
(705)564-4515 (Automated Directory)
TTY (705)564-3233
Toll Free 1-800-461-1167
TTY Toll Free 1-866-883-8689
Fax (705)564-2163
8:30 - 5:00 


THUNDER BAY LOCAL OFFICE

1st Flr, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)473-3130
TTY (807)473-3151
Toll Free 1-800-465-5561
Toll Free (807)465-5561
TTY Toll Free 1-800-544-6443
Fax (807)475-1475 (Direct Services)
Fax (807)475-1295 (Program Management)
8:30 - 5:00 


**SOUTH EAST REGIONAL OFFICE -
KINGSTON**

11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)545-0539
TTY (613)536-7304
Toll Free 1-800-646-3209
Fax (613)536-7272 (General)
Fax (613)536-7300 (Regional Director's
Office)
8:30 - 5:00 


**ONTARIO DISABILITY SUPPORT
PROGRAM**

11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7328
TTY (613)536-7304
Toll Free 1-800-646-3209
Fax (613)536-7272
8:30 - 5:00 


**ONTARIO DISABILITY SUPPORT
PROGRAM - BELLEVILLE**

199 Dundas St E
PO Box 816
Belleville K8N 5B5
General Inquiry (613)962-9562
TTY (613)962-2927
Toll Free 1-800-267-4355
Fax (613)966-9788
8:30 - 5:00 


**ONTARIO DISABILITY SUPPORT
PROGRAM - BROCKVILLE**

Brockville Commercial Ctr
Suite 205, 51 King St E
Brockville K6V 1A8
General Inquiry (613)345-1200
Toll Free 1-800-267-0834
Fax (613)345-1332
8:30 - 5:00 


**ONTARIO DISABILITY SUPPORT
PROGRAM - KINGSTON**

Suite 103, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-4553
TTY (613)545-4532
Toll Free 1-800-267-0236
Fax (613)545-4550
8:30 - 5:00 


**ONTARIO DISABILITY SUPPORT
PROGRAM - SMITHS FALLS**

Unit 97, 91 Cornelia St W
Smith Falls K7A 5L3
General Inquiry (613)283-1165
TTY (613)283-1256
Toll Free 1-800-267-7911
Fax (613)283-1121
8:30 - 5:00 

PROGRAM COMPLIANCE AND REVIEW


MCFCS - South East Region
11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7275
TTY (613)536-7304
Fax (613)545-1022
8:30 - 5:00 

**SOUTH WEST REGIONAL OFFICE -
LONDON**


2nd Flr Suite 203, 217 York St
PO Box 5217
London N6A 5R1
General Inquiry (519)438-5111
TTY (519)663-5276
Toll Free 1-800-265-4197
Fax (519)672-9510 (Regional Director/
Business Unit)
Fax (519)471-9664 (ORFUS)
Fax 1-866-226-6989 (SSAH Toll Free)
Fax (519)438-3014 (Serious Occurrence)
Fax (519)672-4683 (CSU/ODSP)
Fax (519)438-7702 (Municipal/First Nations)
Fax (519)438-7703 (Human Resources)
8:30 - 5:00 

OFFICES


CHATHAM

1023 Richmond St W
PO Box 685
Chatham N7M 5K8
General Inquiry (519)352-5040
TTY (519)352-6008
Toll Free 1-800-265-2705
Fax (519)352-2813
8:30 - 5:00 


LONDON

Suite 203, 217 York St
PO Box 5217
London N6A 5R1
General Inquiry (519)438-5111
TTY (519)663-5276
Toll Free 1-800-265-4197
Fax (519)672-9510 (Regional Director/
Business Unit)
Fax (519)672-4683 (CSU/ODSP)
Fax (519)438-7703 (Human Resources)
Fax (519)438-7702 (Municipal/First Nations)
Fax (519)471-9664 (ORFUS)
Fax 1-866-226-6989 (SSAH Toll Free)
Fax (519)438-3014 (Serious Occurrence)
8:30 - 5:00 


OWEN SOUND

945 3rd Ave E
 PO Box 697
Owen Sound N4K 5R4
 General Inquiry (519)376-1951
 TTY (519)376-3307
 Toll Free 1-800-265-3790
 Fax (519)376-4254 (Community Services)
 Fax (519)376-4544 (ODSP)
 8:30 - 5:00 


SARNIA

Lambton Shared Services Ctr
 150 Christina St N
Sarnia N7T 8H4
 General Inquiry (519)337-3735
 TTY (519)337-4804
 Toll Free 1-800-663-7633
 Fax (519)337-7122
 8:30 - 5:00 


ST THOMAS

3rd Flr, 427 Talbot St
 PO Box 309
St Thomas N5P 3T9
 General Inquiry (519)631-3032
 TTY (519)637-2217
 Toll Free 1-800-561-3886
 Fax (519)631-9174
 8:30 - 5:00 


STRATFORD

581 Huron St
Stratford N5A 5T8
 General Inquiry (519)271-1530
 TTY (519)271-0124
 Toll Free 1-800-565-5762
 Fax (519)271-9971
 8:30 - 5:00 


WINDSOR

270 Erie St E
 PO Box 1810 Stn A
Windsor N9A 7E3
 General Inquiry (519)254-1651
 TTY (519)254-4850
 Toll Free 1-800-387-7327
 Fax (519)255-1152
 Fax (519)254-1917 (Human Resources)
 Fax (519)255-7976 (ODSP)
 8:30 - 5:00 

WOODSTOCK

93 Graham St
Woodstock N4S 6J8
 General Inquiry (519)537-5579
 TTY (519)537-8492
 Toll Free 1-800-461-7296
 Fax (519)537-8529
 8:30 - 5:00 

SOUTHWESTERN REGIONAL CENTRE (SRC)


RR 1
Blenheim N0P 1A0
 General Inquiry (519)676-5431
 General Inquiry (519)676-6000
 Fax (519)676-5836
 24 Hours 

HEALTH SERVICES


Southwestern Regional Ctr
 RR 1
 Blenheim N0P 1A0

The Health Services Unit provides provision of health care, clinical services and therapeutic **rehabilitation** for residents of the centre.

TORONTO REGION


3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
 General Inquiry (416)325-0500
 (416)325-0538 (Regional Director's Office)
 Fax (416)325-0541 (Regional Director's Office)
 8:30 - 5:00 

ADULT DEVELOPMENTAL SERVICES UNIT

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0621
(416)325-0649 (Program Manager)
Fax (416)325-0613
8:30 - 5:00 


Adult Developmental Services Unit programs are delivered by transfer payment agencies. These programs are monitored to ensure accountability.

SPECIAL SERVICES AT HOME AND ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES

Suite 220, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0623
(416)325-0637 (Program Supervisor)
Fax (416)325-9640
8:30 - 5:00 


The Special Services at Home (SSAH) program provides funding for disabled **children** or adults living at home. Assistance for Children with Severe **Disabilities** (ACSD) provides financial assistance for disabled children living at home.

COMPLIANCE REVIEW SERVICES

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0652
(416)325-0585 (Manager)
Fax (416)325-0571
8:30 - 5:00 


Compliance Review Services inspect and license all **child care** centres operating in accordance with the Day Nurseries Act, and all children's residential programs operating in accordance with the Child and Family Services Act.

HUMAN RESOURCES UNIT

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)326-0411
(416)325-0494 (Manager)
Fax (416)325-9614
8:30 - 5:00 


The Human Resources Unit determines the future staffing needs of the Region and ensure that recruitment, retention, learning and training are in place to support the work of the Region.

CHILDREN'S SERVICES UNIT

3rd Flr, 477 Mount Pleasant Rd
 Toronto M7A 1G1
 General Inquiry (416)212-6485
 (416)325-0576 (Program Manager)
 Fax (416)325-5735
 8:30 - 5:00 


Children's Services Unit programs are delivered by transfer payment agencies and include young offender services (ages 12 to 15 years), children's mental health, child welfare, and services for the developmentally delayed. These programs are monitored to ensure accountability.

MUNICIPAL SERVICES UNIT

3rd Flr, 477 Mount Pleasant Rd
 Toronto M7A 1G1
 General Inquiry (416)325-0586
 (416)326-0412 (Program Manager)
 Fax (416)325-0613
 8:30 - 5:00 


The Municipal Services Unit oversees social services delivered by the City of Toronto such as Ontario Works, hostels and child care. Transfer-payment agencies provide Violence Against Women programs and Early Years Centres.


ONTARIO DISABILITY SUPPORT PROGRAM (ODSP)


3rd Flr, 477 Mount Pleasant Rd
 Toronto M7A 1G1
 (416)325-4731 (Program Manager)
 French Phone (416)325-4813 (ODSP Income & Employment Supports)
 Fax (416)325-0613 (Program Manager's Office)
 8:30 - 5:00 


The Ontario **Disability** Support Program provides income support and employment support to eligible adults with disabilities.

LOCAL OFFICES

ODSP, 1870 WILSON AVENUE
 1870 Wilson Ave
Toronto M9M 1A5
 General Inquiry (416)325-5900
 TTY (416)325-5846
 Fax (416)325-5946 (Administration)
 Fax (416)325-5901 (Income Support)
 8:30 - 5:00 

ODSP, 385 YONGE STREET
 2nd Flr, 385 Yonge St
Toronto M5B 1S1
 General Inquiry (416)314-5700
 TTY (416)314-3393
 Fax (416)314-5001 (Administration)
 Fax (416)314-3843 (Income Support)
 8:30 - 5:00 

ODSP, 47 SHEPPARD AVENUE EAST
 6th Flr, 47 Sheppard Ave E
Toronto M2N 5X5
 General Inquiry (416)314-6514
 TTY (416)314-3596
 Fax (416)314-6769 (Income Support)
 Fax (416)314-6649 (Administration)
 8:30 - 5:00 

ODSP, 770 BIRCHMOUNT ROAD
 Suite 30, 770 Birchmount Rd
Scarborough M1K 5H3
 General Inquiry (416)325-0123
 TTY (416)326-7290
 Fax (416)325-0953 (Administration)
 Fax (416)325-0175 (Income Support)
 8:30 - 5:00 

**ONTARIO DISABILITY SUPPORT
PROGRAM (ODSP) EMPLOYMENT
SUPPORTS**

Suite 220, 477 Mount Pleasant Rd


Toronto M7A 1G1

General Inquiry (416)325-0693

(416)325-1896 (Program Manager)

TTY (416)314-5701

Fax (416)325-1983

8:30 - 5:00 

SOCIAL ASSISTANCE AND MUNICIPAL OPERATIONS BRANCH


25th Flr, 2 Bloor St W

Toronto M7A 1E9

General Inquiry (416)325-5097

Fax (416)212-1257

Fax (416)326-3793

8:30 - 5:00 

The Social Assistance and Municipal Operations Branch (SAMO) is responsible for providing management support and operational assistance to Regional Offices, Consolidated Municipal Service Delivery Managers and District Social Services Administration Boards. SAMO is responsible for providing management support to the delivery of social assistance programs and overseeing the following ministry programs: Ontario Disability Support Program; Ontario Works; Child Care; Employment Supports; Service Delivery Model; Disability Adjudication; Fraud Hotline; Homelessness; Provincial Municipal Liaison; Ontario Works Support Arrangement Services.

DISABILITY ADJUDICATION UNIT

PO Box B18

Toronto M7A 1R3

General Inquiry (416)326-5079

TTY (416)326-3372

Toll Free 1-888-256-6758

Fax (416)326-3374

The **Disability** Adjudication Unit provides central adjudication services for applicants referred from provincial Ontario Disability Support Program offices and Ontario Works offices to determine whether an applicant meets the eligibility criteria as a person with a disability as defined by the Ontario Disability Support Program Act.

ONTARIO WORKS SUPPORT ARRANGEMENT SERVICES

PO Box 1997

Toronto M7A 1E9

General Inquiry (416)325-5097

Toll Free 1-800-571-2918

Fax (416)325-5239

Toll Free Fax 1-800-772-6836

8:30 - 5:00


Ontario Works Support Arrangement Services (OWSAS) manages the preparation of affidavits requested by the Legal Services Branch; processes assignments for ODSP cases; confirms the presence of an assignment, and assists with reimbursements to former FBA/ODSP recipients.

WELFARE FRAUD HOTLINE UNIT

PO Box B30
Toronto M7A 1E9
Toll Free 1-800-394-7867
Fax (416)212-5208


The **Welfare Fraud** Hotline number is available for the public to report suspected cases of Ontario Works or Ontario Disability Support Program Fraud.

SOCIAL ASSISTANCE AND EMPLOYMENT OPPORTUNITIES DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5421
Fax (416)325-5424
8:30 - 5:00 

The Social Assistance and Employment Opportunities Division is responsible for the development of policies and programs, and implementation planning in the area of social assistance and employment opportunities. It supports reform of the social assistance system. The division includes the Ontario Works Branch; and the Ontario Disability Support Program Branch.

ONTARIO DISABILITY SUPPORT PROGRAM BRANCH

Hepburn Block
3rd Flr Rm 386, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)326-1880
Fax (416)326-1735
cfcs.gov.on.ca/CFCs/en/programs
9:00 - 5:00 


The Ontario Disability Support Program Branch is responsible for income and employment support policy for persons with disabilities. In addition, the branch is responsible for the social assistance forecast as well as caseload and expenditure analysis.

EMPLOYMENT AND INCOME SUPPORT POLICY UNIT

Hepburn Block
3rd Flr Rm 386, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)326-1880
Fax (416)326-1735
9:00 - 5:00


The Employment and Income Support Policy Unit is responsible for policy development, program design and implementation planning for the Ontario Disability Support Program. The income support component provides financial assistance for people with disabilities. The employment support component is designed to help people with disabilities to prepare for, obtain or maintain employment.

INCOME SUPPORT, COMPLIANCE AND FRAUD CONTROL UNIT

Hepburn Block
3rd Flr Rm 386, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)326-8200
Fax (416)326-1735
9:00 - 5:00 


The Income Support, Compliance and **Fraud** Control Unit is responsible for policy development, program design and implementation planning for issues related to determining financial eligibility for ODSP. It is also responsible for fraud control policy, information sharing, overpayments and **appeals**.

STATISTICS AND ANALYSIS UNIT

Hepburn Block
3rd Flr Rm 386, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5282
Fax (416)326-1735
9:00 - 5:00 

The **Statistics** and Analysis Unit supports the Ontario Disability Support Program and Ontario Works policy and program development through statistical analysis and forecasting. The unit analyzes social assistance data and prepares multi-year social assistance forecasts using economic and labour market trends.


ONTARIO WORKS BRANCH

4th Flr Rm 434, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)326-8205
Fax (416)326-9777
8:30 - 5:00 

The Ontario Works Branch undertakes policy analysis and program development to support the ministry's Ontario Works program.


AGENCIES, BOARDS AND COMMISSIONS

SOCIAL BENEFITS TRIBUNAL

7th Flr, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)326-0978
Toll Free 1-800-753-3895
Fax (416)326-5135
8:30 - 5:00 

On June 1, 1998 a new **social assistance appeal** tribunal was created called the Social Benefits Tribunal. This Tribunal is a quasi-judicial tribunal that reviews decisions relating to social assistance in the province of Ontario. The Tribunal has jurisdiction to hear appeals regarding eligibility for, or the amount of social assistance under the Ontario Works Act, 1997 and the Ontario **Disability** Support Plan Act, 1997. **Hearings** are held throughout the province and are usually conducted by single member panels.

SOCIAL ASSISTANCE REVIEW BOARD


7th Flr, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)326-0978
Toll Free 1-800-753-3895
Fax (416)326-5135
8:30 - 5:00 

The **Social Assistance** Review Board is an independent body that holds province-wide **hearings** of **appeals** by individuals regarding the Family Benefits (FBA) Act.

ACTS

Charitable Institutions Act, R.S.O. 1990, c. C.9
Child and Family Services Act, R.S.O. 1990, c. C.11 (sections 162 -174 inclusive)
Developmental Services Act, R.S.O. 1990, c. D.11 (except for the administration of all powers and duties in so far as they relate to the provision of Long-Term Care Programs and Services)
District Social Services Administration Boards Act, R.S.O. 1990, c. D.15
Family Benefits Act, R.S.O. 1990, c. F.2
Family Responsibility and Support Arrears Enforcement Act, 1996, S.O. 1996, c. 31
Indian Welfare Services Act, R.S.O. 1990, c. I.4
Ministry of Community and Social Services Act, R.S.O. 1990, c. M.20
Ontario Disability Support Program Act, 1997, S.O. 1997, c. 25, Sched. B
Ontario Works Act, 1997, S.O. 1997, c. 25, Sched. A
Social Work and Social Service Work Act, 1998, S.O. 1998, c. 31
Soldiers' Aid Commission Act, R.S.O. 1960, c. 377

MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES


George Drew Bldg
18th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)326-5000
TTY (416)326-5511
Toll Free 1-866-517-0572
Fax (416)325-6067
www.mpss.jus.gov.on.ca 

The Ministry of Community Safety and Correctional Services is responsible for the safety and security of communities across Ontario through effective policing, correctional services and emergency services programs. The ministry promotes policing excellence by communicating with and providing advice to the police community, as well as through training, developing professional standards and establishing new programs. The Ontario Provincial Police provide front-line policing services to more than 400 municipal and First Nations communities. The ministry is also responsible for maintaining effective and efficient correctional programs that create an environment where offenders are better able to return to the community and make positive contributions to society. Through the work of the Office of the Chief Coroner, Office of the Fire Marshal, Centre of Forensic Sciences and Emergency Management Ontario, the ministry seeks to minimize or eliminate hazards to people and property.

COMMUNITY SAFETY


DEPUTY MINISTER, COMMUNITY SAFETY

COMMUNICATIONS BRANCH

George Drew Bldg
18th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-7868
(416)326-5010 (Ministry Programs Info)
TTY (416)326-5511
TTY Toll Free 1-866-517-0572
Fax (416)326-3200
www.mpss.jus.gov.on.ca
8:30 - 5:30 


The Communications Branch supports the ministry's policies and programs with a variety of strategic communication services. The Communications Branch coordinates media conferences, events and interviews for the Minister and senior ministry officials. It provides advice on communications planning and tactics, and produces statements, media releases, speeches, public service announcements and related materials. Specialized units are dedicated to strategic communications, issues coordination and correspondence management. Material for the media and the public is available in English and French.

ONTARIO PROVINCIAL POLICE

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6111
www.gov.on.ca/opp/
8:00 - 4:30 

The functions of the Ontario Provincial **Police** include the performance of all duties and services in relation to the preservation of peace; prevention of **crime** and **offences** against the laws in force in Ontario and the criminal laws in Canada; and apprehension of criminals and **offenders** who may be lawfully taken into **custody**.

PROFESSIONAL STANDARDS BUREAU


Lincoln M Alexander Bldg
1st Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6051
Fax (705)329-6050
Fax (705)329-6069
8:15 - 4:30 

The Professional Standards Bureau is responsible for ensuring that proper measures are taken to promote the highest standards of conduct possible within the OPP. Such measures range from appropriate recognition of noteworthy service to corrective action for unsatisfactory behaviour. The bureau ensures compliance with applicable sections of the Police Services Act (PSA) and develops various programs to foster mutual respect and trust between the community and the OPP. These programs include: Public Appreciation; Incentives; Commendations and **Awards**; Public, Internal and Workplace Discrimination and Harassment Policy (WDHP) Complaints; Civil Litigation; Secondary Employment Activities; Legal Indemnification; Disciplinary procedures; and Ministry Administrative Investigation Service.

Services offered to the Public:

Public Complaints against Police Officers

PROGRAM SUPPORT


Lincoln M Alexander Bldg
3rd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6120
Fax (705)329-6123
8:15 - 4:30 

The Field and Traffic Safety Bureau, Program Support provides leadership in traffic, marine, and motorized snow vehicle management through timely analysis, identification of trends, research and effective environmental scanning. Through the development of partnerships with enforcement, government, private sector and concerned agencies, and through the advancement of effective planning processes, contemporary and future issues are identified and resolutions proposed.


REGIONAL HEADQUARTERS

Ontario Provincial **Police** field operations are undertaken through regional/district offices and detachments.


**OPP CENTRAL REGION
HEADQUARTERS**

Lincoln M Alexander Bldg
3rd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-7400
Toll Free 1-800-461-4455
Toll Free 1-888-310-1122
TTY Toll Free 1-800-461-4459
Fax (705)329-7407
8:00 - 4:30 


**CENTRAL REGION OPERATIONS
CENTRE**

Lincoln M Alexander Bldg
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-7300
Toll Free 1-888-310-1122
Fax (705)329-7397
8:00 - 5:00 

BARRIE DETACHMENT


20 Rose St
Barrie L4M 2T2
General Inquiry (705)726-6484
(705)487-2162 (Oro-Medonte Community Policing)
(705)726-7349 (South Springwater Community Policing)
Toll Free 1-800-222-8477 (Crime Stoppers)
Fax (705)726-6487 (Central Region)
8:00 - 9:00 

BRACEBRIDGE DETACHMENT


690 Cedar Lane
Bracebridge P1L 1W9
General Inquiry (705)645-2211
(705)687-6681 (Gravenhurst)
(705)645-5765 (Bracebridge Community Policing)
(705)726-3304 (Bala)
(705)687-5023 (Gravenhurst Community Policing)
Fax (705)645-3350
8:00 - 9:00 

DUFFERIN DETACHMENT


Hwy 10 Hwy 24 & Hwy 89
PO Box 519
Shelburne L0N 1S4
General Inquiry (519)925-3838
(519)466-5499 (Melancthon/Mulmur Township Community Policing)

(519)928-2019 (East Luther/Grand Valley Community Policing)
(519)941-2982 (Mono Township Community Policing)
Fax (519)925-6462
8:00 - 9:00 

HUNTSVILLE DETACHMENT


298 Ravenscliff Rd
Huntsville P1H 1L6
General Inquiry (705)789-5551
(705)767-2325 (Baysville Community Policing)
(705)635-2212 (Dwight Community Policing)
(705)789-2677 (Huntsville Community Policing)
(705)385-1673 (Port Sydney Community Policing)
Fax (705)789-7666
8:00 - 9:00 


HURONIA WEST DETACHMENT


1000 River Rd W
PO Box 140
Wasaga Beach L0L 2P0
General Inquiry (705)429-3575
(705)429-7869 (Wasaga Beach Community Policing)
(705)322-1244 (Elmvale & N Springwater Community Policing)
(705)428-3889 (Clearview Community Policing)
(705)792-0306 (Springwater Community Policing)
Toll Free 1-800-222-8477 (Crime Stoppers)
Fax (705)429-3616
8:00 - 9:00 


NORTHUMBERLAND DETACHMENT


1165 Division St
PO Box 8
Cobourg K9A 4K2
General Inquiry (905)372-5421
(905)352-3889 (Alnwick/Alderville Community Policing)
(905)355-2325 (Colborne & Cramahe Township Community Policing)
(905)349-1100 (Haldimand Twp Community Policing)
(705)924-2931 (Warkworth/Percy Twp Community Policing)
(705)653-3154 (Campbellford/Seymour Community Policing)
(613)475-9424 (Brighton/Brighton Twp Community Policing)


(905)753-2230 (Hope Twp Community Policing)
 (705)696-2424 (Hastings Community Policing)
 Fax (905)372-1301
 8:00 - 6:00 


BRIGHTON
 70 Yonge St
 PO Box 117
Brighton K0K 1H0
 General Inquiry (613)475-1313
 Fax (613)475-1331
 8:00 - 6:00 


CAMPBELLFORD OFFICE
 20 Industrial Dr
 PO Box 790
Campbellford K0L 1L0
 General Inquiry (705)653-3300
 Fax (705)653-5171
 8:00 - 6:00 


COBOURG OFFICE
 1165 Division St
 PO Box 8
Cobourg K9A 4K2
 General Inquiry (905)372-5421
 Fax (905)372-1301
 8:00 - 6:00 


NOTTAWASAGA DETACHMENT
 29 Main St W
 PO Box 220
Beeton L0G 1A0
 General Inquiry (905)435-4490
 (705)424-0170 (Angus Community Policing)
 (905)936-2777 (C.O.P.S. Community Policing)
 (705)435-4004 (Alliston Community Policing)
 Toll Free 1-800-222-8477 (Crime Stoppers)
 Fax (905)729-4007
 8:00 - 9:00 

OPERATIONS CENTRE
 Lincoln M Alexander Bldg
 4th Flr, 777 Memorial Ave
Orillia L3V 7V3
 General Inquiry (705)329-7300
 8:00 - 5:00 

ORILLIA DETACHMENT
 66 Peter St S
Orillia L3V 5B1
 General Inquiry (705)326-3536
 (705)686-7131 (Coldwater Community Policing)
 (705)484-1578 (Ramara Community Policing)
 (705)689-1434 (West Shore Community Policing)
 Fax (705)326-4126
 8:00 - 9:00 

SOUTHERN GEORGIAN BAY
 9278-County Rd 93
 PO Box 250
Midland L4R 4K8
 General Inquiry (705)526-3761
 (705)549-8922 (Penetanguishene)
 (705)247-2040 (Beausoleil First Nations Community Policing)
 (705)534-7710 (Tay Township Community Policing)
 (705)361-1896 (Tiny Township Community Policing)
 (705)538-1920 (Georgian Bay Township Community Policing)
 Fax (705)526-6700
 8:00 - 5:00 

PETERBOROUGH COUNTY DETACHMENT
 453 Lansdowne St E
 PO Box 477
Peterborough K9J 6Z6
 General Inquiry (705)742-0401
 (705)292-8748 (Smith/Ennismore Township Community Policing)
 (705)932-0401 (Millbrook/Cavan Township Community Policing)
 (705)657-8718 (Harvey Township Community Policing)
 (705)639-2265 (Norwood/Asphodel Township Community Policing)
 (705)745-9000 (Crime Stoppers)
 (705)656-4431 (Apsley)
 (705)778-2787 (Havelock Community Policing)
 Fax (705)742-9247
 8:00 - 9:00 

COLLINGWOOD DETACHMENT
 201 Ontario St
 PO Box 296
Collingwood L9Y 3Z5
 General Inquiry (705)445-4321
 Fax (705)445-7024 

HALIBURTON HIGHLANDS**DETACHMENT**

Hwy 35 & Prince St

PO Box 58

Minden K0M 2K0

General Inquiry (705)286-1431

(705)766-9108 (Dorset Community Policing)


(705)447-2951 (Gooderham Community Policing)

(705)457-1460 (Haliburton Community Policing)

(705)448-3763 (Wilberforce Community Policing)

(705)286-6562 (Minden Community Policing)

(705)488-2088 (Kinmount Community Policing)


Fax (705)286-4532 **MNJIKANING FIRST NATIONS**

5984 Rama Rd

PO Box 206

Rama L0K 1T0

General Inquiry (705)325-7773


Fax (705)325-4522 **THE CITY OF KAWARTHA LAKES****DETACHMENT**

21 Angeline St N

Lindsay K9V 5B7

General Inquiry (705)324-6741

(705)488-2088 (Kinmount Community Policing)

Fax (705)324-8479 **DETACHMENTS****ARNPRIOR MUNICIPAL DETACHMENT**


44 John St N

PO Box 337

Arnprior K7S 3H6

General Inquiry (613)623-3131

Fax (613)623-2323

8:00 - 4:00 **BANCROFT DETACHMENT**


64 Monck St

PO Box 640

Bancroft K0L 1C0

General Inquiry (613)332-2112

Fax (613)332-5618

8:15 - 4:30 **OPP EASTERN REGION****HEADQUARTERS**

3312 County Rd 43 E

PO Box 2020

Smiths Falls K7A 5K8

General Inquiry (613)284-4500

(613)968-5547 (Belleville

Telecommunications)

(613)284-4450 (PCC Smiths Falls)

(613)267-6780 (Perth Telecommunications)

(613)828-9171 (Kanata Telecommunications)

Toll Free 1-888-310-1122 (OPP 24-Hour Service)


TTY Toll Free 1-888-310-1133 (OPP 24 Hour Service)

Fax (613)267-3524 (Perth Telecommunications)

Fax (613)968-6391 (Belleville Telecommunications)

Fax (613)284-4597

Fax (613)828-9980 (Kanata Telecommunications)

8:15 - 4:30 **CENTRAL HASTINGS DETACHMENT**

105953 Hwy 7


PO Box 490

Madoc K0K 2K0

General Inquiry (613)473-4234

(613)969-8477 (Crime Stoppers)

Fax (613)473-5029

8:00 - 4:30 **FRONTENAC DETACHMENT**

5282 Hinchinbrooke Rd

PO Box 141


Hartington K0H 1W0

General Inquiry (613)372-1932


(613)549-5761 (Crime Stoppers, Kingston)

Fax (613)372-1938


Fax (613)549-4469 (Crime Stoppers)

8:00 - 4:30 


GRENVILLE COUNTY DETACHMENT

1040 Edward St N
PO Box 399
Prescott K0E 1T0
General Inquiry (613)925-4221
Fax (613)925-1115
8:00 - 4:30 


HAWKESBURY DETACHMENT

419 Cartier Blvd
Hawkesbury K6A 1V9
General Inquiry (613)632-2729
Fax (613)632-8621
7:00 - 11:00 


KILLALOE DETACHMENT

15368 Hwy 60
RR 2
Killaloe K0J 2A0
General Inquiry (613)757-2600
Fax (613)757-2173
8:30 - 4:30 


LANARK COUNTY DETACHMENT

75 Dufferin St
PO Box 160
Perth K7H 3E3
General Inquiry (613)267-2626
Fax (613)267-7489
8:00 - 4:30 


LEEDS COUNTY DETACHMENT

4109 County Rd 29
RR 4, PO Box 636
Brockville K6V 5V8
General Inquiry (613)345-1790
Fax (613)345-3202
8:00 - 4:30 


NAPANEE DETACHMENT

470 Centre St
Napanee K7R 1P8
General Inquiry (613)354-3369
Fax (613)354-9183
8:00 - 6:00 


OTTAWA PROVINCIAL TRAFFIC
DETACHMENT

937 Teron Rd
PO Box 13490
Kanata K2K 1X6
General Inquiry (613)828-9171
Fax (613)592-2982
7:30 - 4:30 


PRINCE EDWARD DETACHMENT

13239 Loyalist Pky Hwy 33 W
PO Box 1490
Picton K0K 2T0
General Inquiry (613)476-2151
Fax (613)476-5016
8:00 - 5:00 


RENFREW DETACHMENT

127 Raglan St S
Renfrew K7V 1P8
General Inquiry (613)432-3211
Fax (613)432-7810
8:00 - 4:30 


RUSSELL COUNTY DETACHMENT

411 New York Central Ave
Embrun K0A 1M0
General Inquiry (613)443-4499
Fax (613)443-5051
8:00 - 4:00 


STORMONT, DUNDAS AND
GLENGARRY DETACHMENT

1 Mille Roches Rd
PO Box 430
Long Sault K0C 1P0
General Inquiry (613)534-2223
Fax (613)534-2486
8:15 - 4:30 


UPPER OTTAWA VALLEY
DETACHMENT

1913 Petawawa Blvd
Pembroke K8A 7H5
General Inquiry (613)735-0188
Fax (613)735-7427
8:00 - 5:00 

PENITENTIARY SQUAD

440 King St W
PO Box 1174
Kingston K7L 4Y8
General Inquiry (613)530-3183
Fax (613)530-3191
8:00 - 4:00 

OPP GREATER TORONTO REGIONAL
HEADQUARTERS

100 Bloomington Rd W
Aurora L4G 7N5
General Inquiry (905)841-5777
Fax (905)841-7888
8:15 - 4:30 


AURORA DETACHMENT

100 Bloomington Rd W

Aurora L4G 7N5

General Inquiry (905)841-5777

Fax (905)841-6794

8:15 - 4:30 **BURLINGTON DETACHMENT**


1160 North Shore Blvd E

PO Box 5021 Stn A

Burlington L7R 3Y8

General Inquiry (905)681-2511

Fax (905)681-2893

8:00 - 4:30 **CALEDON DETACHMENT**

6211 Old Church Rd


Caledon East L0N 1E0

General Inquiry (905)584-2241

(905)857-3304 (Bolton Community Policing)

(519)927-3041 (Caledon Village Community Policing)

Fax (905)584-2188

8:00 - 4:30 **CAMBRIDGE DETACHMENT**


500 Beaverdale Rd

PO Box 21060

Cambridge N3C 4B1

General Inquiry (519)654-0150

Fax (519)654-9650

8:00 - 4:30 **NIAGARA DETACHMENT**


5345 Stanley Ave

PO Box 358

Niagara Falls L2E 6T8

General Inquiry (905)356-1311

Fax (905)356-2636

8:00 - 4:30 **DETACHMENTS****ALMAGUIN HIGHLANDS DETACHMENT**


Hwy 520

PO Box 514

Burk's Falls P0A 1C0

General Inquiry (705)382-2015

Fax (705)382-2495


8:15 - 4:30 **PORT CREDIT DETACHMENT**

49 South Service Rd

Mississauga L5G 2R8

General Inquiry (905)278-6131

Fax (905)278-5486


8:00 - 4:30 **TORONTO DETACHMENT**

2682 Keele St

Toronto M3M 3G5

General Inquiry (416)235-4981

Fax (416)235-1697


8:00 - 4:30 **WHITBY DETACHMENT**

1302 Henry St

PO Box 57

Whitby L1N 5R7

General Inquiry (905)668-3388

Fax (905)668-3651 **OPP NORTH EAST REGION****HEADQUARTERS**

875 Gormanville Rd

PO Box 140

North Bay P1B 8G8


General Inquiry (705)475-3300

General Inquiry (705)475-2600

Toll Free 1-888-310-1122 (24 Hrs - North Bay)

TTY Toll Free 1-888-310-1133 (24 Hrs - North Bay)

Fax (705)475-2697

8:15 - 4:30 **COCHRANE DETACHMENT**


64 Third Ave

PO Box 120

Cochrane P0L 1C0

General Inquiry (705)272-4391

Fax (705)272-4380

8:15 - 4:30 

EAST ALGOMA DETACHMENT

Causley St
PO Box 400
Blind River P0R 1B0
General Inquiry (705)356-2244
Fax (705)356-1374
8:15 - 5:00 ♿

HEARST DETACHMENT

1019 Front St
Hearst P0L 1N0
General Inquiry (705)362-4245
Fax (705)362-4130
8:00 - 4:00 ♿

KAPUSKASING DETACHMENT

356 Government Rd
PO Box 277
Kapuskasing P5N 2Y4
General Inquiry (705)335-2238
Fax (705)335-2004
8:00 - 4:00 ♿

KIRKLAND LAKE DETACHMENT

26 Duncan Ave N
PO Box 234
Kirkland Lake P2N 3H7
General Inquiry (705)567-5355
Fax (705)567-9614
8:00 - 4:00 ♿

MANITOULIN DETACHMENT

15504 Hwy 6
PO Box 39
Manitowaning P0P 1N0
General Inquiry (705)859-3155
Fax (705)859-3160
8:15 - 4:30 ♿

NOELVILLE ADMINISTRATION CENTRE

Hwy 64 S
PO Box 96
Noelville P0M 2N0
General Inquiry (705)898-2211
Fax (705)898-2143
8:15 - 4:30 ♿

KILLARNEY SATELLITE OFFICE

55 Charles St
Killarney P0M 2A0
General Inquiry (705)287-2881
Fax (705)287-2690

WARREN SATELLITE OFFICE

38 Rutledge St
Warren P0H 2N0
General Inquiry (705)967-2913
Fax (705)967-2747
8:15 - 4:30 ♿

NORTH BAY DETACHMENT

867 Gormanville Rd
PO Box 21012
North Bay P1B 9N8
General Inquiry (705)495-3878
Fax (705)495-3879
8:00 - 4:00 ♿

SAULT STE MARIE DETACHMENT

742 Great Northern Rd
Sault Ste Marie P6A 5K7
General Inquiry (705)945-6833
Fax (705)945-6797
8:15 - 4:30 ♿

SOUTH PORCUPINE DETACHMENT

Hwy 101 & Legion Dr
PO Box 700
South Porcupine P0N 1H0
General Inquiry (705)235-3345
Fax (705)235-4522
7:30 - 4:30 ♿

SUDBURY DETACHMENT

McFarlane Lake Complex
Suite 1, 3767 Hwy 69 S
Sudbury P3G 1E3
General Inquiry (705)564-6900
Fax (705)564-3115
8:00 - 4:00 ♿

TEMISKAMING DETACHMENT

300 Armstrong St N
PO Box 6000
New Liskeard P0J 1P0
General Inquiry (705)647-8400
Fax (705)647-9266
8:00 - 4:30 ♿

WAWA DETACHMENT

34 Pinewood Dr, Hwy 17S
PO Box 19
Wawa P0S 1K0
General Inquiry (705)856-2233
Fax (705)856-7572
7:30 - 5:00 ♿


WEST PARRY SOUND DETACHMENT

7 Bay St

Parry Sound P2A 1S4

General Inquiry (705)746-4225

Fax (705)746-9731

8:00 - 4:00 

OPP NORTH WEST REGION


HEADQUARTERS

2nd Flr, 615 James St S

Thunder Bay P7E 6P6

General Inquiry (807)473-2700

Fax (807)473-2796 (Administration)

8:00 - 4:00 

ARMSTRONG DETACHMENT


King St

PO Box 10

Armstrong P0T 1A0

General Inquiry (807)583-2394

Fax (807)583-2285


8:30 - 5:00 

DRYDEN DETACHMENT

389 Government Rd

Dryden P8N 2P4

General Inquiry (807)223-2221

Fax (807)223-4002 

IGNACE SATELLITE OFFICE


Hwy 17

PO Box 158

Ignace P0T 1T0

General Inquiry (807)934-2265

(807)223-2221 (Dryden)


Fax (807)934-6053 (Via Dryden) 

FORT FRANCES DETACHMENT

320 Portage Ave

Fort Frances P9A 3P6

General Inquiry (807)274-3322

Fax (807)274-7541 

ATIKOKAN SATELLITE OFFICE

130 Hwy 622

PO Box 698


Atikokan P0T 1C0

General Inquiry (807)597-2120

(807)274-3322 (Via Fort Frances Detachment)

Fax (807)597-2255

Fax (807)274-7541 (Via Fort Frances Detachment)

8:00 - 4:00 

EMO SATELLITE OFFICE

Hwy 11

Emo P0W 1E0

Mailing Address:

PO Box 698


Fort Frances P9A 3N1

General Inquiry (807)482-2071

(807)274-3322 (Via Fort Frances Detachment)

Fax (807)482-2074

Fax (807)274-7541 (Via Fort Frances

Detachment) 

RAINY RIVER SATELLITE OFFICE

622 Atwood Ave

Rainy River P0W 1L0

320 Portage Ave

PO Box 698

Fort Frances P9A 3N1

General Inquiry (807)852-3271

Fax (807)852-3517


GREENSTONE DETACHMENT

901 Main St

PO Box 339

Geraldton P0T 1M0

General Inquiry (807)854-1333

Fax (807)854-1353 

LONGLAC SATELLITE OFFICE

Hwy 11

Longlac P0T 2A0

Mailing Address:

PO Box 339


Geraldton P0T 1M0

General Inquiry (807)876-2248

(807)854-1333 (Via Geraldton Detachment)

Fax (807)876-2950

Fax (807)854-1353 (Via Geraldton

Detachment) 


KENORA DETACHMENT

350 Hwy 17A

PO Box 1010

Kenora P9N 3X7

General Inquiry (807)548-5534

Fax (807)548-8381 

GRASSY NARROWS SATELLITE OFFICE

PO Box 1010


Kenora P9N 3X7

General Inquiry (807)925-2221

(807)548-5534 (Via Kenora Detachment)

Fax (807)925-2479

Fax (807)548-8381 (Via Kenora

Detachment) 

MINAKI SATELLITE OFFICE


PO Box 1010

Kenora P9N 3X7

General Inquiry (807)224-3341

(807)548-5534 (Via Kenora Detachment)

Fax (807)548-8381 (Via Kenora Detachment)

Fax (807)224-2331 **SIOUX NARROWS NESTOR FALLS****SATELLITE OFFICE**

Hwy 71

Sioux Narrows P0X 1N0

General Inquiry (807)226-5211

(807)548-5534 (Via Kenora Detachment)

Fax (807)548-8381 (Via Kenora Detachment)

Fax (807)226-5351 **MARATHON DETACHMENT**


6 Hemlo Dr

PO Box 490

Marathon P0T 2E0

General Inquiry (807)229-0220

Fax (807)229-1852

8:00 - 4:30 **MANITOUWADGE SATELLITE OFFICE**

Manitou Rd


PO Box 490

Manitouwadge P0T 2C0

General Inquiry (807)826-4641

(807)229-0220 (Via Marathon Detachment)

Fax (807)826-3243

Fax (807)229-1852 (Via Marathon
Detachment) **NIPIGON DETACHMENT**


11/17 Hwy

RR 1, PO Box 187

Nipigon P0T 2J0

General Inquiry (807)887-2637

Fax (807)887-2399

8:15 - 4:30 **SCHREIBER SATELLITE OFFICE**


23 Kingsway Rd

PO Box 187

Schreiber P0T 2S0

General Inquiry (807)824-2333

Fax (807)887-2637 (Via Nipigon)


Fax (807)824-3469 **PICKLE LAKE DETACHMENT**

Anne St

PO Box 70

Pickle Lake P0V 3A0

General Inquiry (807)928-2211

Fax (807)928-2268 **RED LAKE DETACHMENT**


115 Howey St

PO Box 342

Red Lake P0V 2M0

General Inquiry (807)727-2418

Fax (807)727-2578

8:00 - 5:00 **EAR FALLS SATELLITE OFFICE**


Hwy 105

PO Box 342

Ear Falls P0V 2M0

General Inquiry (807)222-3112

Fax (807)222-3658

8:00 - 4:00 **SIOUX LOOKOUT DETACHMENT**

16 Queen St

PO Box 128

Sioux Lookout P8T 1A1

General Inquiry (807)737-2020

Fax (807)737-1785

8:30 - 4:30

THUNDER BAY DETACHMENT


2787 Hwy 11/17

RR 2

Thunder Bay P7C 4V1

General Inquiry (807)939-2133

Fax (807)939-2144

8:15 - 4:30 **SHABAQUA SATELLITE OFFICE**


Hwy 11/17

RR 2

Shabaqua P0T 1X0

General Inquiry (807)933-4462

Fax (807)933-4433


8:15 - 4:30 **UPSALA SATELLITE OFFICE**


Hwy 17

Upsala P0T 2Y0


General Inquiry (807)986-2211


Fax (807)986-1331


8:30 - 5:00 


OPP WESTERN REGION
HEADQUARTERS
6355 Westminster Dr
PO Box 57 Lambeth Stn
London N6P 1T2
(519)652-4100 (Reception)
Toll Free 1-888-310-1122 (24 Hrs)
TTY Toll Free 1-888-310-1133 (24 Hrs)
Fax (519)652-4165 (Chief Superintendent/
Superintendents)
Fax (519)652-4164 (Main Office)
8:15 - 4:30 


DETACHMENTS


BRANT COUNTY DETACHMENT
28 Mechanic St
Paris N3L 1K2
General Inquiry (519)442-2241
Fax (519)442-6808
8:15 - 4:30 

BRUCE PENINSULA DETACHMENT
Hwy 6
PO Box 460
Warton N0H 2T0
General Inquiry (519)534-1323
Fax (519)534-1334
8:15 - 4:30 


CHATHAM/KENT DETACHMENT
535 Park Ave E
RR 4
Chatham N7M 5J4
General Inquiry (519)352-1122
Fax (519)352-3886
8:00 - 4:00 


ELGIN DETACHMENT
County Rd 45 at Hwy 4
RR 5, PO Box 22045
St Thomas N5R 6A1
General Inquiry (519)631-2920
Fax (519)631-2923
8:00 - 4:30 


ESSEX DETACHMENT
Hwy 401 Interchange 21
PO Box 910
Essex N8M 2Y2
General Inquiry (519)723-2491
Fax (519)723-2497
8:00 - 4:00 

GREY DETACHMENT (FORMERLY
OWEN SOUND)
655 9th Ave E
PO Box 486
Owen Sound N4K 5P7
General Inquiry (519)376-3433
Fax (519)376-7827
8:15 - 4:30 

HALDIMAND COUNTY
72 Hwy 54
Cayuga N0A 1B0
General Inquiry (905)772-3322
Fax (905)772-5815
8:30 - 5:30

HURON DETACHMENT (FORMERLY
GODERICH)
RR 2 & Hwy 21, PO Box 6
Goderich N7A 3Y5
General Inquiry (519)524-8314
Fax (519)524-4434
8:00 - 4:30 

LAMBTON DETACHMENT (FORMERLY
PETROLIA)
4218 Oil Heritage Rd Hwy 21
PO Box 400
Petrolia N0N 1R0
General Inquiry (519)882-1011
Fax (519)882-1014
8:00 - 4:00 

MIDDLESEX DETACHMENT
(FORMERLY STRATHROY)
Hwy 81
PO Box 69
Strathroy N7G 3J1
General Inquiry (519)245-2323
Fax (519)245-1410
8:00 - 4:00 

NORFOLK COUNTY DETACHMENT

548 Queensway W
PO Box 738
Simcoe N3Y 2V5
General Inquiry (519)426-3434
(519)426-2294 (Administration)
Fax (519)426-5023 (Constables)
8:00 - 4:30 ♿

OXFORD DETACHMENT (FORMERLY WOODSTOCK)

Hwy 2 at Hwy 401 & Exit 31
RR 5, PO Box 38
Woodstock N4S 7W5
General Inquiry (519)539-9811
Fax (519)539-9815
8:00 - 4:00 ♿

PERTH COUNTY DETACHMENT

380 Huron Rd
PO Box 38
Sebringville N0K 1X0
General Inquiry (519)393-6123
Fax (519)393-6125
8:15 - 4:30 ♿

SOUTH BRUCE DETACHMENT

Hwy 21 N
PO Box 40
Kincardine N2Z 2Y6
General Inquiry (519)396-3341
Fax (519)396-4526
8:30 - 4:30 ♿

WELLINGTON**DETACHMENT (FORMERLY MOUNT FOREST)**

321 St Andrews St W
Fergus N1M 1P1
General Inquiry (519)843-5490
Fax (519)843-4240
8:15 - 4:30 ♿

CORPORATE COMMUNICATIONS BUREAU

Lincoln M Alexander Bldg
3rd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6860 (329-NEWS)
Fax (705)329-6244
8:15 - 4:30 ♿


Corporate Communications Bureau provides communications leadership and advice, products and services encompassing all aspects of corporate internal and external communications. The Bureau is responsible for media relations, issues management, strategic communications, events management public relations groups, the museum, annual report, charitable campaigns, audio-visual services, and coordinating the Web sites.

OPP MUSEUM

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6889
8:30 - 4:30 ♿


The Ontario Provincial **Police Museum** collects (for the purposes of preservation, research, interpretation and exhibition) the material culture that contributes to a greater understanding of policing in Ontario, both past and present. It specializes in the unique history of the Ontario Provincial Police Force from its creation in 1909 through to today. The Museum is located in OPP General Headquarters and is open Monday to Friday. Admission is free.

OPP ERIC SILK LIBRARY

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6885
Fax (705)329-6887
8:15 - 4:30 


The OPP Eric Silk **Library** provides resource material and information services that support projects, programs and organizational goals of the OPP. The Library has an excellent general collection on policing, as well as materials on community policing, specialized **police** functions, **criminal** justice, training and management. Statute law and case law form a large part of the collection and the Library subscribes to a number of justice-related professional serials to ensure that employees are kept up-to-date in the field. The Library also provides access to electronic information sources through on-line search services, CD-ROM and the Internet.

INVESTIGATION BUREAU

Lincoln M Alexander Bldg
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6400
Fax (705)329-6318
8:15 - 4:30 


It is the responsibility of Investigation Bureau to provide leadership and direction in investigative excellence, crime prevention and detection, and public education. This is accomplished through the application of reactive and proactive policing services in partnership with OPP Regions and Bureaus, municipal police services, community organizations, other government ministries and agencies to maintain a concerted effort in keeping the communities of Ontario safe.

INVESTIGATION SUPPORT BUREAU

Lincoln M Alexander Bldg
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6400
Fax (705)329-6318
8:15 - 4:30 


The Investigation Support Bureau is responsible for the delivery of a variety of highly technical operational policing functions in support of the OPP and external police agencies throughout Ontario. This bureau provides support services that aid most criminal investigations by supplying corroborating evidence.

CRIMINAL PROFILING UNIT

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6150
8:15 - 4:30 


The Criminal Profiling Unit, part of the Behavioural Sciences Section, provides investigative behaviour analysis and unknown offender profiles. Part of their function is equivocal death analysis as well as investigative suggests, assistance with search warrant presentation and criminal trial suggestions.

FORENSIC PSYCHIATRY

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6150
8:15 - 4:30 


Forensic Psychiatry is part of Behavioural Sciences Section. It assists all Behavioural Sciences units on mental health issues surrounding criminal profile analysis. It is also used as a consultant in hostage situations and/or negotiations.

GEOGRAPHIC PROFILING UNIT

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6150
8:15 - 4:30 


Geographic Profiling Unit is part of Behavioural Sciences Section. It provides investigative tactics for connected series of offences and/or related crimes with the intent of zeroing in on primary areas (sources) of criminal activity.

POLYGRAPH SERVICES UNIT

Lincoln M Alexander Bldg OPP GHQ
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6580
8:15 - 4:30 


Polygraph Services Unit is part of Behavioural Sciences Section. It provides polygraph testing services and expertise in interview, interrogation and statement analysis to Ontario police services.

SEX OFFENDER REGISTRY UNIT

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6150
8:15 - 4:30 


The Sex Offender Registry (SOR) enforces Christopher's Law (Sex Offender Registry), 2000. The legislation came into effect April 23, 2001. Mandatory registration applies to those individuals convicted of a criteria sex offence in Canada and are serving a sentence on the day the legislation was proclaimed, or convicted of a criteria sex offence on or after the day the legislation came into force. Other individuals obligated by law to register are those who have been found not criminally responsible on account of a mental disorder and given an absolute or conditional discharge, on or after the day the legislation came into effect.

THREAT ASSESSMENT UNIT

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6150
8:15 - 4:30 


The Threat Assessment Unit is part of the Behavioural Sciences Section. This unit provides investigative support to criminal justice agencies involving threatening activities from groups or individuals. The process entails the analysis of certain indicators to assess and/or predict the likelihood of violent acts and includes stealing and other criminal harassment.

FORENSIC IDENTIFICATION AND PHOTOGRAPHIC SERVICES SECTION

Lincoln M Alexander Bldg OPP GHQ
Bsmt, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6400
Fax (705)329-6365
8:15 - 4:30 


Forensic Identification is responsible for a range of identification disciplines which includes fingerprint and footwear detection as well as physical matches for tool marks and tire impressions. The Photographic Lab provides a full range of photofinishing services in support of Criminal Investigations and public relations. Forensic Identification Program Management coordinates the administrative policy and procedures of the field Technical Identification Services Units.

INTELLIGENCE BUREAU

Lincoln M Alexander Bldg OPP GHQ
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6400
Fax (705)329-6584
8:15 - 4:30 


The Intelligence Bureau anticipates, prevents and monitors criminal activities with respect to an identifiable person or groups of persons involved in organized or sophisticated and professional crime by investigating source information and collecting, analyzing and disseminating intelligence data derived there from.

SECURITY SECTION

Lincoln M Alexander Bldg OPP GHQ
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (905)671-6940
8:15 - 4:30 


The Security Section is responsible for the provision of personal security for senior government officials including the Premier and Lieutenant Governor, and visiting dignitaries. Advice is provided to the government in relation to all aspects of property and physical security. Members of the section provide specialized training to ensure a high standard of service delivery. Additionally, background checks are conducted on request on government employees. The Section also investigates incidents and letters of a threatening and embarrassing nature that are directed at the provincial government.

POLICING SERVICES DIVISION

George Drew Bldg
12th Flr, 25 Grosvenor St
Toronto M7A 2H3
General Inquiry (416)314-3000
Fax (416)314-4037
8:30 - 4:30 

The Policing Services Division is responsible for promoting policing excellence through training, the development of professional standards and new programs, and the provision of an advisory and liaison service to the police community. The adequacy of these programs and the quality of police services in Ontario is monitored by conducting audits and inspections.

CRIMINAL INTELLIGENCE SERVICE ONTARIO (CISO)

George Drew Bldg
9th Flr, 25 Grosvenor St
Toronto M7A 2H3
General Inquiry (416)314-3050
Fax (416)314-3043
8:30 - 4:30 

Criminal Intelligence Service Ontario (CISO), a cooperative between the government and municipal/provincial/federal **police** agencies, is mandated to investigate and control organized **crime** in Ontario. It is part of a national network to collect, analyze and disseminate intelligence on organized criminals, their associations, their organizations and their current trends and future endeavours.

ONTARIO POLICE COLLEGE

10716 Hacienda Rd
PO Box 1190
Aylmer West N5H 2T2
General Inquiry (519)773-5361
Fax (519)773-8225 (Training Office)
Fax (519)773-5762 (Administration)
Fax (519)765-1519 (Registration)
8:30 - 4:30


The Ontario **Police** College is designed to provide a complete **training** program for Ontario police services, from recruitment through supervisory and management levels. Specialized training courses are offered in all situations where a need is demonstrated. In addition, the college develops programs to coordinate and complement in-service training undertaken at the individual service level. Distribution of annual publications (e.g. Calendar of Courses) is restricted to those police services, agencies, ministries, etc. interested in the training of law enforcement and related enforcement personnel. The Ontario Police College maintains a **museum** displaying police exhibits for public viewing.

PRIVATE INVESTIGATORS AND SECURITY GUARDS BRANCH

MacLean Hunter Bldg
15th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)326-0050
Fax (416)326-0034


Private Investigators and Security Guards Branch governs and licences individuals and agencies under the Private Investigators and Security Guards in Ontario.

PUBLIC SAFETY DIVISION

George Drew Bldg
13th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3382
Fax (416)314-3388
8:30 - 4:30 


The fundamental concern of the Ministry's Public **Safety** Division relates to the methods of minimizing or eliminating hazards to persons or property, and includes emergency management, scientific investigations, coordination of fire safety services and the coroner's system.

CENTRE OF FORENSIC SCIENCES

George Drew Bldg
2nd Flr, 25 Grosvenor St
Toronto M7A 2G8
General Inquiry (416)314-3200
Fax (416)314-3225
8:30 - 4:30 


The Centre of **Forensic Sciences** prepares legally admissible evidence for law enforcement officers, attorneys, coroners, etc., by scientific examination of physical objects and materials. The centre also supervises Ontario's breath **testing** program, and trains operators. A **library** offers educational materials for persons and agencies using forensic science services.

EMERGENCY MANAGEMENT ONTARIO

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 4:30 

Emergency Management Ontario (EMO) is responsible for the promotion, development, implementation and maintenance of effective emergency management programs throughout Ontario, and for the coordination of these programs with the federal government. EMO fulfills this provincial coordination role by assisting provincial ministries and communities in the development and implementation of their mandatory emergency management programs, and by maintaining the overall provincial emergency management program. EMO is organized into six major program areas: Program Coordination and **Standards**, Community Programs, Provincial Mitigation and Preparedness Programs, Provincial Response and Recovery Programs, Support Programs, and Training and Education Programs.

COMMUNITY PROGRAMS

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 4:30 

Community Programs provides advice and assistance to **municipalities** and **First Nations** for the promotion, development and implementation and maintenance of community **emergency** management programs; provides liaison, advice and assistance to support community emergency response; promotes joint community/industry emergency management programs; coordinates

provincial support for the Ontario Critical Incident Stress Management Program; coordinates liaison with provincial volunteer organizations; administers the Ontario Community Emergency Response Volunteers Program; conducts emergency services liaison.

CENTRAL AREA

GEORGIAN SECTOR

PO Box 134

Minden K0M 2K0

General Inquiry (705)286-6653

Fax (705)286-3258

8:00 - 4:00

SCUGOG SECTOR

PO Box 189

Millbrook L0A 1G0

General Inquiry (705)932-2200

Fax (705)932-2713

8:00 - 4:00

TORONTO SECTOR

128 Queen St S

PO Box 42256

Mississauga L5M 1K8

General Inquiry (905)812-7602

Fax (905)812-7603

8:00 - 4:00

NORTHEASTERN AREA

AGAWA SECTOR

PO Box 958

Blind River P0R 1B0

General Inquiry (705)356-5630

Fax (705)356-5629

8:00 - 4:00

VERMILLION SECTOR

PO Box 147

Parry Sound P2A 2X3

General Inquiry (705)389-3499

Fax (705)389-2763

8:00 - 4:00

NORTHWESTERN AREA

WOODS SECTOR

Suite 404, 307 Euclid Ave

Thunder Bay P7E 6G6

General Inquiry (807)622-4650

Fax (807)622-4684

8:00 - 4:00

SOUTHEASTERN AREA

OTTAWA SECTOR

PO Box 13005

Ottawa K2K 1X3

General Inquiry (613)828-6689

Fax (613)828-6690

8:00 - 4:00

ST LAWRENCE SECTOR

PO Box 130 Station Main

Kingston K7L 4V6

General Inquiry (613)545-0372

Fax (613)545-3614

8:00 - 4:00

TRENT SECTOR

PO Box 823 Station Main

Cobourg K9A 4S3

General Inquiry (905)377-1648

Fax (905)377-1513

8:00 - 4:00

SOUTHWESTERN AREA

GRAND SECTOR

230 Sandalwood Pky

PO Box 41562 HLRPO

Brampton L6Z 4R1

General Inquiry (416)243-1969

Fax (416)243-2927

8:00 - 4:00

SAUGEEN SECTOR

370 Stone Rd W

PO Box 25011

Guelph N1G 4T4

General Inquiry (519)836-0213

Fax (519)836-9435

8:00 - 4:00

THAMES SECTOR

Unit L

Suite 1-068, 80 Dundas St


London N6A 6A8

General Inquiry (519)679-7055

Fax (519)675-7691


8:00 - 4:00

PROGRAM COORDINATION AND STANDARDS

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 4:30 


Program Coordination and Standards Section coordinates provincial emergency management programs; coordinates federal/provincial/contiguous state emergency management arrangements; conducts liaison with the federal government and other external partners and stakeholders; conducts provincial hazard identification and risk assessment; develops and coordinates the scientific program; develops and implements doctrine, regulations, standards, guidelines, and recommended practices for emergency management and business/continuity of operations programs, coordinates the provincial search and research program; administers the Emergency Management Act.

PROVINCIAL MITIGATION AND PREPAREDNESS PROGRAMS

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)212-3526
Fax (416)212-3498
8:30 - 4:30 

Provincial Mitigation and Preparedness Programs section develops and maintains the Provincial Nuclear **Emergency** Response Plan and the Provincial Emergency Response Plan; develops, implements and maintains provincial mitigation and business/continuity of operations programs; develops, implements and maintains critical infrastructure assurance programs; develops and implements the provincial exercise program.

PROVINCIAL RESPONSE AND RECOVERY PROGRAMS

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 4:30 

Provincial Response and Recovery Programs section operates the Provincial Operations Centre; coordinates provincial emergency response; develops, implements and maintains procedures for emergency response, maintains the provincial Priority Access for Dialing program; develops and maintains the Emergency Management Ontario continuity of operations plan; develops, implements and maintains provincial emergency information arrangements and procedures; develops, implements and maintains provincial emergency response and recovery programs.

SUPPORT PROGRAMS

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 4:30

Support Programs coordinates administrative and support services; coordinates the Joint **Emergency** Preparedness Program (JEPP) and the New Initiatives Fund; provides information

technology and telecommunication systems support; develops, implements and maintains the Emergency Management Ontario strategic plan.

TRAINING AND EDUCATION

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)212-3526
Fax (416)212-3498
8:00 - 4:30

Training and Education unit develops, implements and maintains the provincial emergency management **public education** program; provides advice and assistance to communities for the development of emergency management public education programs; develops and delivers the provincial emergency management training program.


CENTRAL AREA
77 Wellesley St W
PO Box 222
Toronto N7A 1N3
General Inquiry (905)273-5172
Fax (905)273-3081
8:00 - 4:00

NORTHERN AREA
1776 Lasalle Blvd
PO Box 2631
Sudbury P3A 5J2
General Inquiry (705)693-9124
Fax (705)693-9850
8:00 - 4:00

SOUTHEASTERN AREA
PO Box 1694
Cornwall K6H 5V7
General Inquiry (613)933-1363
Fax (613)933-5223
8:00 - 4:00


SOUTHWESTERN AREA
Suite 20018, 416 St Clair St
Chatham N7L 5K6
General Inquiry (519)355-1606
Fax (519)355-0374
8:00 - 4:00

OFFICE OF THE CHIEF CORONER

Coroners Bldg
2nd Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4000
(416)314-4100 (AFTER HOURS)
Toll Free 1-877-991-9959
Fax (416)314-4030 (After Hours)
8:00 - 5:00 


Coroners investigate sudden and unexpected **deaths**, inform the public about prevention of similar deaths, order **autopsies** for medicolegal reasons, conduct **inquests** and sign **certificates** for **cremation** and for shipment of **bodies** out of Ontario. The office administers the Coroners Act and the Anatomy Act, concerning donation of bodies for medical education. Adults may give consent by signing the **donor** section of driver licences or a donor card; orally, during last illness in the presence of at least two witnesses; or in writing. The office inspects **schools** of anatomy in Ontario, and supplies them with donated or unclaimed bodies. The Office of the Chief Coroner also supervises the Forensic Pathology Unit.

FORENSIC PATHOLOGY UNIT


Coroners Bldg
 2nd Flr Main Flr & Bsmt, 26 Grenville St
 Toronto M7A 2G9
 General Inquiry (416)314-4040
 Fax (416)314-4060
 8:30 - 4:30 

The Forensic Pathology Unit assists in determining the cause of death by conducting a forensic autopsy when warranted by a coroner. The unit facilitates various **educational** programs including courses for regional pathologists, an internship program with the University of Toronto's School of Medicine and an in-house residency program for regional pathologists. The unit also actively participates in the organ donation program by informing families of the opportunity and contacting the appropriate agency as requested by the family.

**TORONTO CORONERS DISPATCH
OFFICE AND MORGUE**

Coroners Bldg
 Main Flr, 26 Grenville St
Toronto M7A 2G9
 General Inquiry (416)314-4100
 Fax (416)314-0888
 24 hours 


TORONTO INQUEST COURTS

Main Flr, 15 Grosvenor St
Toronto M4Y 1A9
 General Inquiry (416)314-4200
 Fax (416)314-3935
 8:00 - 4:00 


REGIONAL SUPERVISING CORONERS**CENTRAL REGION**

Suite 700, 24 Queen St E
Brampton L6V 1A3
 General Inquiry (905)874-3972
 Fax (905)874-3976
 8:30 - 4:30


CENTRAL WEST REGION

1st Flr, 1 Stone Rd W
Guelph N1G 4Y2
 General Inquiry (519)837-6330
 Fax (519)837-6329
 8:30 - 4:30 

EASTERN REGION

Beechgrove Complex
 51 Heakes Lane
Kingston K7M 9B1
 General Inquiry (613)531-5737
 Fax (613)531-5738
 8:45 - 4:45 


NIAGARA REGION

8th Flr, 301 St Paul St
St Catharines L2R 7R4
 General Inquiry (905)682-9209
 Fax (905)684-0977
 8:30 - 4:30 


NORTHEAST REGION

2nd Flr, 453 Lansdowne St E
Peterborough K9J 6X9


Mailing Address:
 RR 3, PO Box 10009
 North Monaghan Postal Stn

Peterborough K9J 6X4
 General Inquiry (705)745-9887
 Fax (705)748-5055
 9:00 - 5:00 


NORTHWESTERN REGION

4th Flr, 189 Red River Rd
 PO Box 4500
Thunder Bay P7B 6G9
 General Inquiry (807)343-7663
 Fax (807)343-7665
 8:00 - 4:15 


SOUTHWESTERN REGION

1st Flr Unit L Rm 1-068, 80 Dundas St
London N6A 6A8
 General Inquiry (519)675-7689
 Fax (519)675-7691
 8:30 - 4:45 


TORONTO EAST REGION

Coroners Bldg
2nd Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-1013
Fax (416)314-4030
8:30 - 4:30 

TORONTO WEST REGION


Coroners Bldg
2nd Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4105
Fax (416)314-4030
8:00 - 5:00 

OFFICE OF THE FIRE MARSHAL

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3126
www.gov.on.ca/ofm
8:30 - 5:00 


The primary function of the Office of the **Fire** Marshal (OFM) is to minimize the loss of life and property from fire by assisting municipalities and fire departments to improve fire protection and fire prevention services. By administering the Fire Protection and Prevention Act, 1997, the OFM supports the functions of municipal fire departments through a variety of advisory, training and instructional programs. The OFM also advises the Ontario government on standards and legislative developments that relate to fire protection and fire prevention. The OFM distributes a variety of **publications** for use by the Ontario Fire Service, i.e. Ontario Fire Service Messenger and the Fire Marshal's Communique. The OFM administers an **awards** program for Ontario **firefighters** and presents annual fire **safety** awards to citizens, firefighters and organizations under the sponsorship of the Fire Marshal's Public Fire Safety Council.

ACADEMIC STANDARDS AND EVALUATION

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3122
8:30 - 5:00 


Academic **Standards** and Evaluation is responsible for the development of training programs and evaluation systems to improve practices relating to fire protection services as legislated by the Fire Protection and Prevention Act, 1997. Development and administration of certification and accreditation programs for fire services and Office of the Fire Marshal (OFM) occupational roles are also within the mandate of this section. Another major activity of this section is to develop partnerships and alternative delivery mechanisms aimed to enhance fire service accessibility to standardized **educational**/training programs. This section directs the development of OFM occupational performance standards within government policy. Section staff provide process assistance and consultative services to further professional development and corporate training initiatives within the OFM, and ensure the quality and integrity of the programs.

CERTIFICATION AND ACCREDITATION UNIT

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3122
8:30 - 5:00 


The **Certification** and **Accreditation** Unit has responsibility for the provincial **fire** service Certification Programs.

EMERGENCY PREPAREDNESS ACADEMIC UNIT

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3122
8:30 - 5:00 


The Emergency Preparedness Academic Unit consults with multi-discipline stakeholders to develop, implement and evaluate inter-agency training and education initiatives for first response and emergency service agencies.

TESTING AND EVALUATION UNIT

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3122
8:30 - 5:00 


Testing and Evaluation Unit provides consultative services to the Office of the Fire Marshal, (OFM) programs in matters pertaining to assessment, testing and evaluation of learning activities. The unit develops and administers testing and evaluation systems for fire service educational/training programs and internal OFM performance systems.

DEPUTY FIRE MARSHAL


Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3119
8:30 - 5:00 


The Deputy Fire Marshal is responsible for overall operations of the Office of the Fire Marshal, (OFM), through a number of sections. Through the Corporate Support Section essential program delivery and the infrastructure of the OFM are managed, including resource planning, financial management, administration, information technology, communications and other information services. Technical issues and legislature development are managed through Fire Safety Standards and the Applied Research Section. Fire investigations are managed through the Fire Investigations and Evaluations Section.

FIRE INVESTIGATION AND EVALUATION


Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3263
8:30 - 5:00 

The **Fire Investigation** and Evaluation Section is responsible for investigating fire and explosion occurrences where there is a provincial interest, or where specialized fire expertise is required by other investigative agencies. This involves the determination of the origin, cause and circumstances of the fire and reporting on all factors that may have contributed to the loss of life or severity of the fire.

FIRE INVESTIGATION
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7258
Toll Free 1-800-565-1842
Fax (705)725-8465
Toll Free Fax 1-800-361-5186
8:30 - 5:00 


FIRE INVESTIGATION
McFarlane Lake Complex
Suite 6, 3767 Hwy 69 S
Sudbury P3G 1E4
General Inquiry (705)564-4550
Toll Free 1-800-565-4734
Fax (705)564-4555
Toll Free Fax 1-800-361-5186
8:30 - 5:00 

APPLIED RESEARCH

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3200
Fax (416)325-3213
8:30 - 5:00 


Applied Research will provide relevant technical advice to the fire service, public and staff of the Office of the Fire Marshal. Applied Research administers the Lightning Rods Act.

FIRE SAFETY STANDARDS

Place Nouveau Bldg
7th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3213
8:30 - 4:15 


Fire **Safety Standards** administers the **Fire** Protection and Prevention Act, 1997 and the Ontario Fire Code by providing advice and opinions on their application, processing **appeals**, developing **inspection** standards and guidelines related to interpretation and enforcement. The section also takes the lead role in development of new fire safety legislation **regulations** and standards. In addition, the section carries out review of plans for new construction and renovations as they relate to fire safety in education facilities, institutional **buildings**, and government buildings.

FIELD - FIRE PROTECTION SERVICES


2284 Nursery Rd
 Midhurst L0L 1X0
 General Inquiry (705)725-7258
 Toll Free 1-800-565-1842
 Fax (705)725-7259
 Fax (705)725-8465
 Toll Free Fax 1-800-361-5186
 8:30 - 5:00 

Field - Fire Protection Services supports the municipal provision of fire protection services and ensures the Office of the Fire Marshal's legislated responsibilities under the Fire Protection and Prevention Act are met. This is accomplished through the provision of advice and assistance to municipalities in fire prevention and public fire safety; fire code enforcements; and emergency service delivery. The unit develops guidelines and processes to assist municipalities in delivering the appropriate level of fire protection based on their needs and circumstances and provides liaison and guidance regarding major human/natural emergencies.


REGIONAL OFFICE (NORTH) - SUDBURY

McFarlane Lake Complex
 Suite 6, 3767 Hwy 69 S
Sudbury P3G 1E4
 General Inquiry (705)564-4550
 Toll Free 1-800-565-4734
 Fax (705)564-4555
 8:30 - 5:00 


NORTH - THUNDER BAY

640 Mountdale Ave
Thunder Bay P7E 6G8
 General Inquiry (807)473-3110
 Fax (807)473-3199
 8:30 - 5:00 


REGIONAL OFFICE (SOUTH) MIDHURST

2284 Nursery Rd
Midhurst L0L 1X0
 General Inquiry (705)725-7258
 Fax (705)725-7259
 8:30 - 5:30 

SOUTH - LONDON


707 Exeter Rd
London N6E 1L3
 General Inquiry (519)873-4040
 Toll Free 1-800-565-0417
 Fax (519)873-4052
 Toll Free Fax 1-800-387-7631
 8:30 - 5:00 

ONTARIO FIRE COLLEGE

1495 Muskoka Rd N
 Gravenhurst P1P 1W5
 General Inquiry (705)687-2294
 (705)687-9653 (Registration)
 Toll Free 1-800-565-0613 (Hotline)
 Toll Free 1-800-661-2202 (Student Hotline)
 Fax (705)687-4611 (Registration)
 Fax (705)687-7911
 8:00 - 5:00 


The Ontario **Fire** College offers in-residence courses of study in fire protection technology to **municipal** fire department officers. Together with Field Services, the college coordinates regional **training** for municipal fire fighters in the basic skills of fire prevention and fire fighting. Curriculum assistance in the development of training programs is offered to fire departments.

CORPORATE PLANNING AND SERVICES DIVISION

George Drew Bldg
10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445
Fax (416)325-3465
8:30 - 5:30 


The Corporate Planning and Services Division provides strategic leadership for the Ministry of Community Safety and Correctional Services in the areas of: Public Policy; Corporate Evaluation and Analysis; Business Planning; Human Resources; Financial Controllershship; Facilities Management; French Language Services; Freedom of Information and Audit. The division is also the ministry lead for the ministry's key corporate projects such as the OPS Common Services Standards and Quality Service Framework. Divisional staff are located in three cities across the province; Toronto, Orillia and North Bay.

ADMINISTRATIVE SUPPORT UNIT

George Drew Bldg
9th & 10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445
Fax (416)325-3465
8:30 - 5:00 


Administrative Support Unit provides back up for consultants and analysts.

BUSINESS AND FINANCIAL PLANNING BRANCH

George Drew Bldg
10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445
Fax (416)325-3465
8:30 - 5:00 


The Business and Financial Planning Branch coordinates business planning and fiscal management processes and manages the service level agreements with Shared Services Branch for the Ministry of Community Safety and Correctional Services. The branch is made up of the Business Planning Unit and the Corporate Controllershship Unit. Close coordination is maintained with the Ministry of the Attorney General.

BUSINESS PLANNING UNIT

George Drew Bldg
10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445 


The Business Planning Unit provides business planning support and advice to the ministry's program areas. It develops integrated approaches to business planning in collaboration with corporate controllership, program areas, and other corporate support functions. It also assists in the development of effective performance measures and develops and analyzes business plans, in-year submissions and other initiatives to ensure that they reflect ministry and government key businesss directions and that they are sound from a process point of view. The unit promotes an understanding of the ministry vision and business plan of all levels of the organization and to external key stakeholders. It supports senior management decision-making and liaises with Management Board Secretariat, and the Ministry of Finance on behalf of the Ministry.

CORPORATE CONTROLLERSHIP UNIT

George Drew Bldg
10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445
Fax (416)325-3465 


The Corporate Controllership Unit monitors the ministry fiscal plan against performance, compiles financial reports for management and Central Agencies, supports responsible and accountable financial management, accounting and control to ensure compliance with ministry and government standards. The unit also provides expenditure management, controllership, financial and procurement education and advice to client groups, develops and implements financial policies and procedures and liaises with Shared Services Bureau.

CORPORATE POLICY BRANCH

George Drew Bldg
9th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)212-4221
Fax (416)212-4020
8:30 - 5:30 


Corporate Policy Branch is responsible for ensuring the government's Justice Agenda is achieved by: providing strategic policy advice; liaising and consulting with Central Agencies, Minister's Office and the Premier's Office to ensure the Justice Agenda is reviewed and considered by Cabinet; preparing and presenting policy documents including: Cabinet submissions, options papers, briefing notes, issues notes, and House notes; facilitating and leading project teams established to respond to the justice policy agenda; coordinating the strategic policy planning exercise for the Ministry of Community Safety and Correctional Services and coordinating the provincial response to Federal/Provincial/Territorial (FPT) meetings.

CORPORATE EVALUATION AND ANALYSIS

George Drew Bldg
9th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-7331
Fax (416)212-4020
8:30 - 4:30 


Corporate Evaluation and Analysis unit is part of the Corporate Policy Branch. The unit is responsible for providing leadership/coordination on strategic business planning functions specifically vision, key strategies, environmental scanning, program performance measures and risks; leading the Program Evaluation Initiative, evaluation of the Sex Offender Registry data, and liaising with Statistics Canada (Canadian Centre or Justice Statistics) as partners in the National Justice Statistics Initiative to enable the collection of justice data and keep ministry officials informed on national justice statistics.

FACILITIES MANAGEMENT BRANCH

George Drew Bldg
17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-1464
Fax (416)327-1470
8:30 - 5:00 


The Facilities Management Branch provides strategic planning and operational advice for the Ministry of Community Safety and Correctional Services. The initiatives include the development of accommodation strategic plans to support the wide range of business planning directions and decision-making activities for the ministry. The branch provides services, such as: managing the administration and payment for all space occupied both in government-owned and third party leases, and coordinating with the Ontario Realty Corporation and its service providers to deliver major and minor capital projects.

FREEDOM OF INFORMATION AND PRIVACY - ATTORNEY GENERAL


5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4300
Fax (416)326-4307
8:30 - 5:00 

The Freedom of Information and Protection of Privacy Office (FOI) coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act for the ministries of the Attorney General, Community Safety and Correctional Services. Responsibilities include: developing policies, procedures and guidelines; coordinating and responding to access requests from the public; dealing with appeals and mediation processes; preparing statistical reports; and ensuring adherence to privacy provisions and other legislative requirements of the Act.

**FREEDOM OF INFORMATION AND PRIVACY -
COMMUNITY SAFETY AND CORRECTIONAL SERVICES**


4 th Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3080
Fax (705)494-3081
8:30 - 5:00 

HUMAN RESOURCES BRANCH


Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6600
Fax (705)329-6611
8:15 - 5:00 

Human Resources Branch provides strategic leadership, advice and services for the ministry in the following areas: recruitment, benefits, workforce information, planning and tracking, change management, grievance administration and labour relations.


INTERNAL AUDIT SERVICES - JUSTICE MINISTRIES

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6741
Fax (705)329-6762 

Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor in the Internal Audit Division.

TORONTO
16th Flr Suite 1603, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)326-4226
Fax (416)326-4219 

JUSTICE SECTOR FRENCH LANGUAGE SERVICES

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4059
Fax (416)326-4782
8:30 - 5:00 

The Justice Sector French Language Services office monitors delivery of service in French to two ministries. The office provides advice to management and staff at the Ministry of the Attorney General and Ministry of Community Safety and Correctional Services relating to their programs and activities pursuant to the French Language Services Act, the Courts of Justice Act and the Criminal Code of Canada. It also coordinates translation, complaints' investigation/resolution and linguistic proficiency evaluation services. It manages relations with francophone stakeholder groups and acts as liaison between the ministries, the francophone community and the central agency, the Office of Francophone Affairs.

KNOWLEDGE MANAGEMENT TEAM


7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)314-2077

The Knowledge Management Team project provides support to the Justice Sector Knowledge Management Council. The team will be developing a multi-year plan for a phased implementation of the knowledge management strategy and controllership framework. In addition, the team is expected to develop a monitoring and assessment plan to measure and report on the success of knowledge management implementation.

CORRECTIONAL SERVICES

DEPUTY MINISTER OF CORRECTIONAL SERVICES


COMMUNICATIONS BRANCH

George Drew Bldg
18th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-7868
Fax (416)326-3200
www.mpss.jus.gov.on.ca
8:00 - 6:00 

With a variety of strategic communications services, the Communications Branch supports the ministry's policies and programs. The Communications Branch coordinates media conferences, events and interviews for the Minister of Community Safety and Correctional Services and senior ministry officials. It provides advice on communications planning and tactics, and produces statements, media releases, speeches and related materials. Specialized units are dedicated to strategic communications, corporate issues coordination, internal communications and Web site coordination and correspondence management.


CORRECTIONAL SERVICES

ADULT COMMUNITY CORRECTIONS

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-2387
Fax (416)314-9255
8:00 - 5:00 

Adult Community Corrections is responsible for the supervision of adult **offenders** 18 years and over serving sentences in the community as part of probation, provincial **parole** or conditional sentence orders. Consistent with the Ministry of Community Safety and Correctional Services' commitment to community safety and crime prevention and as a partner in the criminal justice system, **probation and parole** officers (PPOs) work closely with all courts of criminal jurisdiction in Ontario, policing services and with the Ontario Parole and Earned Release Board (OPERB). PPOs prepare court-ordered reports for the Courts; prepare pre-parole reports for the OPERB; supervise probationers, parolees and conditional sentence offenders; enforce non-compliance with parole certificates, probation or conditional sentence orders; attend court as requested; liaise with community agencies, community correctional stakeholders and the public; and deliver rehabilitative core programs.


BELL CAIRN STAFF DEVELOPMENT CENTRE

467 Beach Blvd
Hamilton L8H 6W8
General Inquiry (905)548-5000
Fax (905)548-5001
8:30 - 4:30 

As part of the Ministry of Community Safety and Correctional Services, the Bell Cairn Staff Development Centre provides **training** and development programs through a variety of mediums, as well as consultation and organizational enhancement for all ministry staff, and training for private correctional agencies under contract to the ministry. This includes basic training for correctional officers, **probation and parole** officers, in addition to a wide range of professional


development and management training programs. The centre has produced a variety of training materials and guide books which are available to training personnel from other ministries.

OFFICE OF THE ANTI-RACISM COORDINATOR

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-0721
Fax (416)327-0074
8:00 - 5:00 


The functions of the Office of the **Anti-Racism** Coordinator are to address anti-**discrimination** and multiculturalism issues throughout the Ministry of Community Safety and Correctional Services, and to monitor and assist the ministry to implement related initiatives. The Coordinator also recommends anti-discrimination strategies for the correctional system to the Assistant Deputy Ministers.

ADULT INSTITUTIONAL SERVICES

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
Fax (416)327-3849
8:30 - 5:00 


Adult Institutional Services (AIS) is responsible for supervising adult **offenders** 18 years old and over in custody awaiting trial, sentencing or other judicial proceedings, or those serving sentences not exceeding two years less-a-day. Guided by the Directors of Management and Operational Support, Finance Business Systems, and four regional offices, AIS provides coordinated support to manage institutional facilities, such as jails, detention centres, correctional centres and treatment centres. It also provides coordination and support to regional and field personnel in the development, operation and evaluation of programs and services in adult correctional facilities. The AIS assistant deputy minister has the following reports: Offender Transportation Project; Management and Operational Support; and four regional offices.

OFFENDER TRANSPORTATION PROJECT

Suite 100, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-6204
Fax (905)279-6268
8:00 - 5:30 


The Offender Transportation Project is to analyze and consult with all stakeholders and recommend options for transportation of inmates to court, between institutions, and into the community. Public safety paramount and freeing up line police from transport duties are major requirements.

ALTERNATIVE SERVICE DELIVERY

George Drew Bldg
17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-6699
Fax (416)327-1817
8:30 - 5:00 


The Alternative Service Delivery unit has been established as one part of the ministry's transformation plan to support and enhance the ministry's multi-year improvement strategy of correctional services in Ontario. It is responsible for establishing partnerships with service providers, in either the public or private sector, who contribute their expertise to assist the ministry in delivering safe, secure, efficient, effective and accountable services.

CONTRACT COMPLIANCE UNIT

1501 Fuller Ave
Penetanguishene L9M 2G2
General Inquiry (705)549-5121
Fax (705)549-5122
8:30 - 5:00 


The Contract Compliance Unit monitors and ensures compliance of the contractual obligations regarding the operation of the Central North Correctional Centre (Penetanguishene) in delivering a safe, secure, efficient, effective and accountable correctional service.

FINANCE AND BUSINESS SYSTEMS

George Drew Bldg
17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)326-6549
Fax (416)327-3316
8:30 - 5:00 


The Finance and Business Systems office provides leadership in financial controllership, planning, analysis, technical and other financial services to Correctional Services, through direct delivery of service or through service managed contracts. The operational streams reporting to the Director, Finance and Business Systems include The Financial Resources Unit and Technology Coordination Unit.

FINANCIAL RESOURCES UNIT

George Drew Bldg
17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-6549
Fax (416)327-3316
8:30 - 5:00 


The Financial Resources Unit, under the direction of the Director, Finance and Business Systems, is responsible for providing financial planning, analysis, advice, expertise, performance management, and information systems to support the Business Plan.

QUALITY ASSURANCE AND SPECIAL PROJECTS

George Drew Bldg
17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-6549
Fax (416)327-3316
8:30 - 5:00 


The Quality Assurance and Special Projects unit is responsible for undertaking quality assurance and compliance reviews of financial processes and practices under the direction of the Director, Finance and Business Systems.

TECHNOLOGY COORDINATION UNIT

4th Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3399
General Inquiry (416)327-6549 (Toronto)
Fax (705)494-3347
Fax (416)327-2435 (Toronto)
8:15 - 5:00 


The Technology Coordination Unit provides technology planning and support service to increase the use of technology in Correctional Services and ensure that maximum benefits are derived from technology investments. The unit also provides advice and support to the assistant deputy ministers, divisional managers and staff; and the Justice Technology Services Division on technology matters affecting the Ministry of Community Safety and Correctional Services. Regarding correctional business applications such as the Offender Tracking Information System, the unit helps to define user requirements and resolve operational and policy issues related to technology projects. The unit also participates in project approvals, the development of training plans, field communications and the coordination of system change testing by users (User Acceptance Testing).

MANAGEMENT AND OPERATIONAL SUPPORT BRANCH

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
Fax (416)314-5987
8:30 - 5:00 

The Management and Operational Support Branch is responsible for all aspects of service delivery, including the implementation and monitoring of procedures for the supervision of incarcerated adult offenders, adult offenders under community supervision, and young offenders in the community and in correctional facilities.

ADULT COMMUNITY SERVICES

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3386
Fax (705)494-3389
8:30 - 5:00 

In collaboration and consultation with community and justice stakeholders, Adult Community Services develops, reviews and revises operational policies and procedures for the supervision of adult offenders under probation, parole and conditional sentence. It also provides support to


corporate, regional and field staff in the development, operation and monitoring of correctional programs and policies for adult offenders in the community.

ADULT INSTITUTIONAL SERVICES

3rd Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3351
Fax (705)494-3364


The Adult Institutional Services (AIS) team develops, reviews, revises and implements operational and strategic policies and procedures for the supervision of incarcerated adult offenders and the administration of correctional facilities. It provides coordination and support to corporate partners in the promotion of initiatives, legislation, business plans, and overall policy development, and provides support to regional and field personnel concerning the operation of programs and services in adult correctional facilities. The AIS unit is also responsible for the successful operation of the Victim Notification System and the efficient and effective management of the Correctional Staff Clothing Unit.

CORRECTIONAL INVESTIGATION AND SECURITY UNIT

Suite 110, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-6047
Fax (905)279-1295
8:00 - 5:00 


The Correctional **Investigation** and Security Unit is responsible for overseeing the ministry's high profile investigations involving significant violations of ministry policy and procedures with respect to **offenders** and/or ministry employees. This unit is also responsible for managing the development, implementation and communication of investigation and security standards in order to enable the ministry to enact changes to improve correctional business practices and to enhance public safety.

INFORMATION MANAGEMENT UNIT

4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3366
Fax (705)494-3009
7:00 - 5:00 


The Information Management Unit is responsible for researching, analyzing and preparing correspondence, briefing and tour materials, as well as other communications and strategic management documents on contentious, urgent and sensitive corporate and operational correctional and justice-related issues and situations, for the Minister, Deputy Minister and Assistant Deputy Ministers.

OFFENDER TRANSFER OPERATIONS

Suite 100, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-3194
Fax (905)279-6233
8:00 - 5:30 


The **Offender** Transfer Operations unit oversees the transfer, **classification** and reclassification of adult offenders to correctional settings that most appropriately meet their program and custodial needs. The unit manages federal penitentiary placement, Canadian Police Information Centre authorization, interprovincial and **international** transfers. It also provides training, advice and consultation to institutional staff in the classification and transfer process.

PROFESSIONAL AND SHARED SERVICES

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3340
Fax (705)494-3364 (North Bay)
Fax (416)327-6478 (Toronto Medical)
Fax (905)452-8606 (OCI Education)
Fax (519)571-6110 (Kitchener)
8:30 - 5:00 


Professional and Shared Services unit establishes practice standards for professional services; develops related ministry operational policies and procedures; provides professional consultation and advice; monitors compliance with established standards and reports back to senior and local management; provides professional input on strategic issues; represents the ministry on the Provincial Schools Authority; supports ministry initiatives by orienting to portfolio areas, project assistance and maintaining strong linkages. This unit is also responsible for Critical Incident Stress Management, Chaplaincy Services and Aboriginal issues.

PROGRAM EFFECTIVENESS, STATISTICS AND APPLIED RESEARCH UNIT

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3352
Fax (705)494-3364
8:30 - 5:00 

The Program Effectiveness, Statistics and Applied Research Unit provides statistics and applied research services (including program evaluation) that: inform operational policy and program planning; form the “meat” of the corporate business planning products; and satisfy the Provincial Auditor’s concerns relative to effectiveness, efficiency, and general ‘value for money’.

TRILCOR INDUSTRIES

Unit 6, 17 Wilson Dr
Milton L9T 3J7
General Inquiry (905)876-8807
Fax (905)876-8813
8:30 - 4:30 


Trilcor Industries, a department of the Correctional Services, is responsible for administering Industrial Programs. Trilcor operates industrial programs in seven provincial **correctional centres**, as well as a business office in Milton. Trilcor’s purpose is to provide meaningful work experience to adult **offenders** in a real life environment that will assist in preparing them for return to the community as a whole. Trilcor is charged with administering the manufacture and sale of the

products and services it generates while supervising and **training** the inmate workforce. Trilcor markets its products to its parent ministry, other provincial ministries, federal agencies, municipal governments and police services.


REGIONAL OFFICES

CENTRAL REGION

ADULT INSTITUTIONAL SERVICES


160 Horner Ave
Toronto M8Z 4X8
 General Inquiry (416)212-6727
 Fax (416)314-0527
 8:45 - 5:00 

COMMUNITY AND YOUTH JUSTICE SERVICES


Bldg C
 171 Judson St
Etobicoke M8Z 1A4
 General Inquiry (416)314-0520
 Fax (416)314-8388
 8:30 - 5:00 

EASTERN REGION

ADULT INSTITUTIONAL SERVICES


25 Heakes Lane
Kingston K7M 9B1
 General Inquiry (613)536-7350
 Fax (613)544-6460
 8:30 - 5:00 

COMMUNITY AND YOUTH JUSTICE SERVICES


25 Heakes Lane
Kingston K7M 9B1
 General Inquiry (613)536-7350
 Fax (613)531-8496
 8:30 - 5:00 

NORTHERN REGION

ADULT INSTITUTIONAL SERVICES


4th Flr, 200 First Ave W
 PO Box 4100
North Bay P1B 9M3
 General Inquiry (705)494-3430
 Fax (705)494-3435
 8:00 - 5:00 

COMMUNITY AND YOUTH JUSTICE SERVICES


4th Flr, 200 First Ave W
 PO Box 4100
North Bay P1B 9M3
 General Inquiry (705)494-3430
 Fax (705)494-3459
 8:30 - 4:45 

WESTERN REGION

ADULT INSTITUTIONAL SERVICES

Suite 704, 150 Dufferin Ave
London N6A 5N6
 General Inquiry (519)675-7757
 Fax (519)679-0699
 8:30 - 5:00 

COMMUNITY AND YOUTH JUSTICE SERVICES

Suite 704, 150 Dufferin Ave
London N6A 5N6
 General Inquiry (519)675-7757
 Fax (519)679-0699
 8:30 - 5:00 

INSTITUTIONS

The Ministry of Community Safety and Correctional Services correctional institutions consist of **correctional centres**, **detention centres**, **jails** and treatment centres.

CORRECTIONAL CENTRES**ALGOMA TREATMENT AND REMAND CENTRE**

800 Great Northern Rd

Sault Ste Marie P6A 5K7

General Inquiry (705)946-0995


Fax (705)946-2925 (Superintendent's Office)

Fax (705)946-4047 (Deputy Superintendent's Office)

Fax (705)946-3727 (Health Care Office)

Fax (705)946-0366 (Inmate Records Office)

Fax (705)946-0314 (Administration Office)

8:15 - 4:30 **CENTRAL EAST CORRECTIONAL CENTRE**


541 Hwy 36

PO Box 4500

Lindsay K9V 6H2

General Inquiry (705)328-6000

Fax (705)328-6020


8:00 - 6:00 **CENTRAL NORTH CORRECTIONAL CENTRE**c/o Management & Training Corporation
Canada

1501 Fuller Ave

Penetanguishene L9M 2H4

General Inquiry (705)549-9470

Fax (705)549-0634

8:30 - 5:00 **MAPLEHURST CORRECTIONAL COMPLEX**

661 Martin St

PO Box 10

Milton L9T 2Y3

General Inquiry (905)878-8141

Fax (905)876-7300 (General Administration)

Fax (905)878-1572 (Inmate Records Dept)

Fax (905)878-1435 (Health Care Unit)


Fax (905)876-7337 (Staff Training Dept)

Fax (905)876-7309 (Maintenance Dept)

Fax (905)876-7304 (Security Dept)

Fax (905)878-4297 (General Duties Managers)

Fax (905)878-5363 (Superintendent's Office)

8:00 - 4:30 **MIMICO CORRECTIONAL CENTRE**

130 Horner Ave


Toronto M8Z 4X8

General Inquiry (416)314-9600

Fax (416)314-9698 (Top of #4 Bldg)

Fax (416)314-4734 (Records)

Fax (416)314-9606 (Superintendent's Office)

8:15 - 4:30 **MONTEITH CORRECTIONAL COMPLEX**

Junction Hwy 11 & 577

PO Box 90

Monteith P0K 1P0

General Inquiry (705)232-4092


Fax (705)232-6663 (School)

Fax (705)232-4530 (Administration)

Fax (705)232-5436 (Medical Department)

Fax (705)232-2121 (Records)

Fax (705)232-5704 (Superintendent)

8:30 - 4:15 **ONTARIO CORRECTIONAL INSTITUTE**


109 McLaughlin Rd S

Brampton L6Y 2C8

General Inquiry (905)457-7050

Fax (905)452-8606

Fax (905)874-4051 (Superintendent)

8:15 - 4:30 **ST LAWRENCE VALLEY CORRECTIONAL AND TREATMENT CENTRE**


1804 Hwy 2 E

PO Box 8000

Brockville K6V 7N2

General Inquiry (613)341-2870

Fax (613)345-3844

8:00 - 4:00 **THUNDER BAY CORRECTIONAL CENTRE**


Hwy 61 S

PO Box 1900

Thunder Bay P7C 4Y4

General Inquiry (807)475-8401

Fax (807)475-9240

8:00 - 4:30 **VANIER CENTRE FOR WOMEN**


655 Martin St

PO Box 1040

Milton L9T 5E6

General Inquiry (905)876-8300

Fax (905)876-7334

8:00 - 4:30 

DETENTION CENTRES

ELGIN-MIDDLESEX DETENTION CENTRE

711 Exeter Rd

London N6E 1L3

General Inquiry (519)686-1922

Fax (519)686-0352 (Business Office)

Fax (519)686-4178 (Health Care Department)

Fax (519)668-5617 (Male Admit & Discharge)


Fax (519)680-0361 (Inmate Records Department)

Fax (519)661-2205 (Program Department)

Fax (519)686-5265 (Superintendent)

Fax (519)661-2206 (Shift Manager's Office)

Fax (519)686-2735 (Social Worker Female Unit)

8:00 - 4:30 

HAMILTON-WENTWORTH DETENTION CENTRE

165 Barton St E


Hamilton L8L 2W6

General Inquiry (905)523-8800

Fax (905)529-0977 (Superintendent's Office)

Fax (905)523-8596 (Medical Unit)

Fax (905)523-0998 (Records/Accounts)

8:30 - 4:30 

NIAGARA DETENTION CENTRE

Hwy 58 1355 Uppers Lane

PO Box 1050

Thorold L2V 4A6

General Inquiry (905)227-6321


Fax (905)227-2986 (Records Department)

Fax (905)227-0032 (Superintendent's Office)

Fax (905)227-0097 (Medical Department)

Fax (905)680-7129 (IC's Office)

Fax (905)227-8385 (Front Office)

8:30 - 4:30 

JAILS

BRANTFORD JAIL

105 Market St

Brantford N3T 6A9

General Inquiry (519)752-6578

Fax (519)752-7461

8:00 - 4:30

OTTAWA-CARLETON DETENTION CENTRE

2244 Innes Rd

Ottawa K1B 4C4

General Inquiry (613)824-6080

Fax (613)824-0732

8:00 - 4:00 

QUINTE DETENTION CENTRE


89 Richmond Blvd

Napanee K7R 3S1

General Inquiry (613)354-9701

Fax (613)354-6128 (Records Department)

Fax (613)354-1209 (Superintendent's Office)

8:00 - 4:00 

TORONTO EAST DETENTION CENTRE

55 Civic Rd

Scarborough M1L 2K9


General Inquiry (416)750-3513

Fax (416)750-3345 (Superintendent's Office)

Fax (416)752-2787 (Classification Office)

Fax (416)750-9131 (Business Office)

Fax (416)750-4748 (Records Office)

8:30 - 4:30 

TORONTO WEST DETENTION CENTRE

111 Disco Rd

PO Box 4950

Rexdale M9W 5L6

General Inquiry (416)675-1806


Fax (416)674-7515 (Records/Classification/
West Wing/Maintenance/Kitchen/Laundry)

Fax (416)675-0800 (Operational Managers,
East Wing/Scheduling/Staff Training/Staff
Services)

Fax (416)674-4467 (Business Office)

Fax (416)674-4186 (Superintendent)

Fax (416)675-2310 (Health Care Unit)

8:30 - 5:00 

BROCKVILLE JAIL

10 Wall St

Brockville K6V 4R9

General Inquiry (613)342-1456

Fax (613)342-0962

Fax (613)342-9004 (Confidential)

8:00 - 4:00

CHATHAM JAIL

17 Seventh St

Chatham N7M 4J9

General Inquiry (519)352-0150

Fax (519)351-3578

8:00 - 4:30


FORT FRANCES JAIL

310 Nelson St

Fort Frances P9A 1B1

General Inquiry (807)274-7708

Fax (807)274-3304


8:15 - 4:00 **KENORA JAIL**

1430 River Dr

Kenora P9N 1K5

General Inquiry (807)468-2871

Fax (807)468-2876

8:00 - 4:00 **NORTH BAY JAIL**

2550 Trout Lake Rd

North Bay P1B 7S7

General Inquiry (705)472-8115

Fax (705)472-3803 (Administration)

Fax (705)495-3817 (Operations)

Fax (705)495-8420 (Superintendent)

Fax (705)472-1131 (Nurse)

8:00 - 4:30

OWEN SOUND JAIL

1237 Third Ave E

PO Box 517

Owen Sound N4K 5R1

General Inquiry (519)376-0435

Fax (519)376-7927

8:00 - 4:30

SARNIA JAIL


700 Christina St N

Sarnia N7V 3C2

General Inquiry (519)337-3261

Fax (519)337-0826 (Operational Managers'
Office & Video Remand)Fax (519)336-6505 (Administration
Department)

Fax (519)337-5898 (Health Care Department)

8:00 - 4:30 **STRATFORD JAIL**

30 St Andrew St

Stratford N5A 1A3

General Inquiry (519)271-2180

Fax (519)273-1938

8:00 - 4:15

SUDBURY JAIL


181 Elm St W

Sudbury P3C 1T8

General Inquiry (705)564-4150

Fax (705)564-4157

Fax (705)564-4133 (Superintendent's Office)


8:15 - 4:30 **THUNDER BAY JAIL**

285 MacDougall St

Thunder Bay P7A 2K6

General Inquiry (807)345-7364

Fax (807)345-0390

8:30 - 4:30 **TORONTO JAIL**

550 Gerrard St E

Toronto M4M 1X6


General Inquiry (416)325-8600

Fax (416)325-3284 (Health Care Unit)

Fax (416)325-3035 (Records)

Fax (416)325-4453 (Social Services)

Fax (416)325-8616 (Superintendent's Office)

8:30 - 4:30 **WALKERTON JAIL**


209 Cayley St

PO Box 429

Walkerton N0G 2V0

General Inquiry (519)881-3442

Fax (519)881-2182

8:00 - 4:30 **WINDSOR JAIL**


378 Brock St

PO Box 7038

Windsor N9C 3Y6

General Inquiry (519)973-1324


Fax (519)973-1376

8:00 - 4:00 

PROBATION AND PAROLE OFFICES

The Ministry of **Community** Safety and Correctional Services is responsible for providing community supervision to adults and **young offenders** reporting to the ministry's **probation and parole** offices.


AJAX-PICKERING

Unit 3, 1099 Kingston Rd
Pickering L1V 1B5
General Inquiry (905)831-2600x202
Toll Free 1-888-520-5969
Fax (905)420-5720
8:30 - 5:00 


ALLISTON

Suite 208, 27 Victoria St E
Alliston L9R 1T3
General Inquiry (705)435-4352
Fax (705)435-2276
8:15 - 5:15


BANCROFT

5 Fairway Blvd
PO Box 1852
Bancroft K0L 1C0
General Inquiry (613)332-4040
Fax (613)332-5672
7:45 - 4:00 


BARRIE

2nd Flr, 114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6480
Fax (705)739-6483
8:00 - 5:00 


BELLEVILLE

3rd Flr, 15 Victoria Ave
Belleville K8N 1Z5
General Inquiry (613)968-5737
Fax (613)966-7951
8:30 - 5:00 


BRACEBRIDGE

3 Dominion St
PO Box 1872
Bracebridge P1L 1V8
General Inquiry (705)645-8768
Fax (705)645-7608
8:30 - 4:30 


BRAMPTON

Unit 15, 155 Clark Blvd
Brampton L6T 4G6
General Inquiry (905)874-4058
Fax (905)874-4063
8:30 - 4:45 


BRAMPTON COURT

Suite 240, 7755 Hurontario St
Brampton L6W 4T1
(905)457-6887 (Court Liaison/Intake Office)
Fax (905)457-8896
8:30 - 4:45 


BRANTFORD

Suite 306, 38 Darling Crt
Brantford N3T 6A8
General Inquiry (519)752-6505
Fax (519)752-8913
8:30 - 4:45 


BROCKVILLE

75 Water St W
Brockville K6V 3L7
General Inquiry (613)345-3061
Fax (613)342-5697
8:30 - 5:00 


BURLINGTON

Unit 7, 920 Brant St
Burlington L7R 4J1
General Inquiry (905)637-3457
Fax (905)637-0409
8:30 - 4:45 


CALEDONIA

Suite 2, 282 Argyle St S
Caledonia N3W 1K7
General Inquiry (905)765-5735
Fax (905)765-5794
8:30 - 4:45 

CAMBRIDGE

Unit 21, 73 Water St N
Cambridge N1R 7L6
General Inquiry (519)740-5966
Fax (519)740-5971
8:30 - 4:45 

CAMPBELLFORD

36 Front St S
PO Box 1117
Campbellford K0L 1L0
General Inquiry (705)653-2339
Fax (705)653-2339
8:00 - 4:00 

CHAPLEAU


190 Cherry St

PO Box 419

Chapleau P0M 1K0

General Inquiry (705)864-1230

Fax (705)864-2271


8:30 - 4:45 **CHATHAM**

234 Grand Ave W

Chatham N7L 1C1

General Inquiry (519)352-1243

Fax (519)352-2839

8:30 - 4:45 **COCHRANE**


59 1st St

PO Box 1119

Cochrane P0L 1C0

General Inquiry (705)272-4348

Fax (705)272-3010


8:30 - 4:45 **COLLINGWOOD**

1st Flr, 150 St Paul St

Collingwood L9Y 3P2

General Inquiry (705)445-3110

Fax (705)445-9336


8:30 - 5:00 **CORNWALL**

331 Pitt St

Cornwall K6J 3R1

General Inquiry (613)933-6335

Fax (613)938-5052

8:30 - 5:00 **DRYDEN**

Ontario Government Bldg


1st Flr, 479 Government St

PO Box 787

Dryden P8N 2Z4

General Inquiry (807)223-3356

Fax (807)223-3361

8:00 - 4:30 **DURHAM EAST**


Unit 1, 1916 Dundas St E

Whitby L1N 2L6

General Inquiry (905)571-3774x200

Fax (905)436-6882

Fax (905)571-2354 (Area Manager & CSR)

8:30 - 5:00 **ELLIOT LAKE**

16 Philip Walk

Elliot Lake P5A 2S6

General Inquiry (705)848-7091

Fax (705)848-4670

8:00 - 4:30

ESPANOLA

87A Centre St

Espanola P5E 1S4

General Inquiry (705)869-2882

Fax (705)869-4041


8:00 - 4:30 **FORT FRANCES**

2nd Flr, 340 Scott St

Fort Frances P9A 1G9

General Inquiry (807)274-7743

Fax (807)274-9442


8:00 - 5:00 **GEORGETOWN**

Unit A, 36 Armstrong Ave

Georgetown L7G 4R9

General Inquiry (905)702-0529

Fax (905)702-8510

8:30 - 4:30 **GERALDTON**

Ontario Government Bldg


208 Beamish Ave W

PO Box 1119

Geraldton P0T 1M0

General Inquiry (807)854-1774

Fax (807)854-1623

8:15 - 4:30 **GODERICH**


Courthouse

Bsmt Level, 1 Court House Sq

Goderich N7A 1M2

General Inquiry (519)524-2193

Fax (519)524-8960


8:30 - 4:45 **GRAVENHURST**

483 Bethune Dr N

Gravenhurst P1P 1B8

General Inquiry (705)687-8817

Fax (705)687-1498


8:30 - 4:45 **GUELPH**

36 Wyndham St S

Guelph N1H 7J5

General Inquiry (519)837-6306

Fax (519)837-6311

8:30 - 4:45 


HAILEYBURY

Land & Registration Bldg
Bsmt, 375 Main St
PO Box 624

Haileybury P0J 1K0

General Inquiry (705)672-3397

Fax (705)672-5498

8:30 - 5:00 


HAMILTON CENTRE

Suite 104, 119 King St W

Hamilton L8P 4Y7

General Inquiry (905)521-7527

Fax (905)521-7507

8:30 - 4:45 


HAMILTON EAST

402 Nash Rd

Hamilton L8H 7P5

General Inquiry (905)549-9977

Fax (905)545-0255

8:30 - 4:45 


HAMILTON MOUNTAIN

Suite 107, 891 Upper James St

Hamilton L9C 7N1

General Inquiry (905)574-8300

Fax (905)574-8101

8:30 - 4:45 


HAWKESBURY

692A Main St E

Hawkesbury K6A 1B4

General Inquiry (613)632-5911

Fax (613)632-8963

8:30 - 5:00 

HEARST

Government Complex


613 Front St

PO Box 2349

Hearst P0L 1N0

General Inquiry (705)372-2394

Fax (705)372-2397

8:30 - 5:00 


HUNTSVILLE

Suite 203, 36 Chaffey St

Huntsville P1H 1J4

General Inquiry (705)789-4467

Fax (705)789-0722

8:30 - 5:00 

IROQUOIS FALLS


743 Ambridge Dr

PO Box 908

Iroquois Falls P0K 1G0

General Inquiry (705)232-5111

Fax (705)232-6440

8:30 - 5:00 

KAPUSKASING

Ontario Government Bldg


Hwy 11 W

RR 2, PO Box 1

Kapuskasing P5N 2X8

General Inquiry (705)335-6116

Fax (705)335-8703

8:30 - 5:00 


KENORA

Suite 107, 810 Robertson St

Kenora P9N 4J3

General Inquiry (807)468-2857

Fax (807)468-2863

8:00 - 5:00 


KESWICK

Unit 8, 204 Simcoe Ave

Keswick L4P 2H7

General Inquiry (905)476-5080

Fax (905)476-8070

8:30 - 4:45 


KINGSTON

43 Beechgrove Lane

Kingston K7M 9A6

General Inquiry (613)536-7200

Fax (613)536-7201

8:30 - 5:00 


KIRKLAND LAKE

3rd Flr, 6 Tweedsmuir Rd

Kirkland Lake P2N 1H9

General Inquiry (705)567-9396

Fax (705)567-6733

8:30 - 5:00 


KITCHENER CENTRE

Unit 5, 1780 King St E

Kitchener N2G 2P1

General Inquiry (519)571-6105

Fax (519)571-6110

8:30 - 5:00 


KITCHENER WEST

617A King St W

Kitchener N2G 1C7

General Inquiry (519)578-3070

Fax (519)578-9016

8:30 - 5:00 

LEAMINGTON

Suite 104, 75 Erie St S

Leamington N8H 3B2

General Inquiry (519)326-9005

Fax (519)326-6357

8:30 - 4:45


LINDSAY

2nd Flr, 322 Kent St W

Lindsay K9V 4T7

General Inquiry (705)324-5621

Fax (705)324-5173

8:00 - 5:00 **LONDON CENTRE**


1st Flr, Unit M, 80 Dundas St

London N6A 6A9

General Inquiry (519)679-7120

Toll Free 1-800-265-4740 (Area Code 519 Only)

Fax (519)679-9352


8:30 - 4:45 **LONDON EAST**

Suite 103, 231 Dundas St

London N6A 1H1

General Inquiry (519)661-6631

Fax (519)661-6636

8:30 - 4:45 **MANITOWANING**

1 Arthur St

PO Box 189

Manitowaning P0P 1N0

General Inquiry (705)859-3184

Fax (705)859-2051

8:15 - 4:30

MARATHON


52 Peninsula Rd

PO Box 1779

Marathon P0T 2E0

General Inquiry (807)229-2407

Fax (807)229-2504


8:15 - 4:30 **MIDLAND**

478 Bay St

Midland L4R 1K9

General Inquiry (705)526-3715

Fax (705)526-3086

8:30 - 4:45 **MILTON**


Milton Mall

Suite 31, 55 Ontario St S

Milton L9T 2M3

General Inquiry (905)878-7259

Fax (905)878-9969

8:30 - 4:45 **MINDEN**


Hwy 35

PO Box 580

Minden K0M 2K0

General Inquiry (705)286-1489

Fax (705)286-3660


8:30 - 4:30 **MISSISSAUGA**

Suite 200, 2301 Haines Rd

Mississauga L4Y 1Y5

General Inquiry (905)279-7600

Fax (905)279-7650

8:30 - 4:45 **MOOSONEE**

Ontario Government Bldg

2nd Flr, 38 Revillion Rd N

PO Box 487

Moosonee P0L 1Y0

General Inquiry (705)336-2270

Fax (705)336-2761

8:30 - 5:00


NAPANEE

18 Market Sq

Napanee K7R 1J3

General Inquiry (613)354-2125

Fax (613)354-0305


8:30 - 5:00 **NEWMARKET**

Suite 203, 390 Davis Dr

Newmarket L3Y 7T8

General Inquiry (905)898-6511

Fax (905)898-5542


8:30 - 4:45 **NEWMARKET COURT**

Rm 2087, 50 Eagle St W

Newmarket L3Y 6B1

General Inquiry (905)895-5920

Fax (905)895-9211

8:30 - 4:45 


NIAGARA FALLS

5836 Main St

Niagara Falls L2G 5Z5

General Inquiry (905)356-1507

Fax (905)356-0260


8:30 - 5:00 **NORTH BAY**

195 First Ave W

North Bay P1B 3B8

General Inquiry (705)495-3850

Fax (705)495-3887


8:30 - 5:00 **NORTHUMBERLAND**

609 William St (William & Harden)

Cobourg K9A 3A6

General Inquiry (905)372-8739

Fax (905)372-0764


8:30 - 5:00 **OAKVILLE**

Unit 3, 481 Morden Rd

Oakville L6K 3W6

General Inquiry (905)845-8571

Fax (905)845-9516

8:30 - 4:45 **ORANGEVILLE**


Court Bldg

Suite 201, 210 Broadway Ave

Orangeville L9W 1K3

General Inquiry (519)941-4622

Fax (519)941-5634

8:30 - 4:45 **ORILLIA**

Cottage C


2nd Flr, 700 Memorial Ave

PO Box 130

Orillia L3V 6J3

General Inquiry (705)329-6010

Fax (705)329-6015

8:00 - 5:00 **OTTAWA CENTRE**

Ottawa Courthouse


Rm 3211, 161 Elgin St

Ottawa K2P 2K1

General Inquiry (613)239-1119

Fax (613)239-1120

Fax (613)239-1293


8:30 - 5:00 **OTTAWA EAST**

Unit 20, 2450 Lancaster Rd

Ottawa K1B 5N3

General Inquiry (613)523-4985

Fax (613)523-1096


8:30 - 5:00 **OTTAWA WEST**

2730 Iris St

Ottawa K2C 1E6

General Inquiry (613)820-9460

Fax (613)820-4909


8:30 - 5:00 **OWEN SOUND**

Ground Flr, 611 9th Ave E

Owen Sound N4K 6Z4

General Inquiry (519)376-2236

Fax (519)376-7937


8:30 - 4:45 **PARRY SOUND**

72 Church St

Parry Sound P2A 1Y9

General Inquiry (705)746-5809

Fax (705)746-8786


8:15 - 4:30 **PEMBROKE**

169 Lake St

Pembroke K8A 5L8

General Inquiry (613)735-6809

Fax (613)735-7082

8:30 - 5:00 **PETERBOROUGH**


Community Living Peterborough

Suite 2, 223 Aylmer St N

Peterborough K9J 3K3

General Inquiry (705)745-1929

Fax (705)745-1973

8:30 - 5:00 **PICTON**


333 Main St

PO Box 1410

Picton K0K 2T0

General Inquiry (613)476-7917

Fax (613)476-8183


8:30 - 4:30 **PORT PERRY**

Unit 9, 60 Vanedward Dr


Port Perry L9L 1G3

General Inquiry (905)985-9794x201


Fax (905)985-0644

8:30 - 5:00 


RED LAKE

227 Howey St
PO Box 845
Red Lake P0V 2M0
General Inquiry (807)727-2846
Fax (807)727-2928
8:15 - 5:00 


RENFREW

268 Raglan St S
Renfrew K7V 1R4
General Inquiry (613)432-2546
Fax (613)432-8983
8:15 - 5:00 


RICHMOND HILL

Suite 1550, 16th Ave
Richmond Hill L4B 3K9
General Inquiry (905)737-8344
Toll Free 1-866-312-3332
Fax (905)737-9273
8:30 - 4:45 


SARNIA

720 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-2365
Fax (519)332-4616
8:30 - 4:45 


SAULT STE MARIE

Suite 103, 390 Bay St
Sault Ste Marie P6A 1X2
General Inquiry (705)253-1182
Fax (705)945-6793
8:00 - 5:00 


SIMCOE

548 Queensway W
PO Box 736
Simcoe N3Y 4T2
General Inquiry (519)426-4250
Fax (519)426-8968
8:30 - 4:45 


SIOUX LOOKOUT

Prince St & 4th Ave
PO Box 251
Sioux Lookout P8T 1A3
General Inquiry (807)737-3311
Fax (807)737-1636
8:15 - 4:30 


SMITHS FALLS

Unit G, 94 Beckwith St N
Smiths Falls K7A 2C1
General Inquiry (613)283-5663
Fax (613)284-0349
8:30 - 5:00 


ST CATHARINES

Suite 504, 55 King St
St Catharines L2R 3H5
General Inquiry (905)687-8941
Fax (905)688-2641
8:30 - 4:45 

ST THOMAS

198 Talbot St
St Thomas N5P 1A9
General Inquiry (519)631-3430
Fax (519)631-0971
8:30 - 4:45 


STRATFORD

150 Downie St
Stratford N5A 1X1
General Inquiry (519)271-5220
Fax (519)271-6579
8:30 - 4:45 


STURGEON FALLS

Suite 4, 94 King St
Sturgeon Falls P2B 2Z5
General Inquiry (705)753-1282
Fax (705)753-0761
8:30 - 5:00 


SUDBURY

Suite 402, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4311
Fax (705)564-4229
8:30 - 5:00 


SUPERIOR NORTH

Suite 404, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7711
Fax (807)343-7725
8:15 - 4:30 


THUNDER BAY

Suite 402, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7521
Fax (807)343-7528
8:15 - 4:30 


TIMMINS

Ontario Government Complex
Hwy 101 E
PO Bag 3075
South Porcupine P0N 1H0
General Inquiry (705)235-1800
Fax (705)235-1801
8:30 - 5:00 


TRENTON

Suite 111 & 112, 266 Dundas St E
Trenton K8V 5Z9
General Inquiry (613)392-6549
Fax (613)392-7940
8:30 - 5:00 


WALKERTON

12 Colbourne St S
PO Box 404
Walkerton N0G 2V0
General Inquiry (519)881-0760
Fax (519)881-1531
8:30 - 4:45 


WELLAND

3rd Flr, 3 Cross St
Welland L3B 5X6
General Inquiry (905)735-1660
Fax (905)735-5665
8:30 - 4:45 


WINDSOR

5th Flr, 880 Ouellette Ave
Windsor N9A 1C7
General Inquiry (519)254-3291
Fax (519)973-1425
8:30 - 4:45 


WOODSTOCK

32 Metcalfe St
Woodstock N4S 3E7
General Inquiry (519)539-8175
Fax (519)539-2928
8:30 - 5:00 


PROBATION AND PAROLE OFFICES - METRO TORONTO**BLACK CREEK**

Suite 509, 2065 Finch Ave W
Downsview M3N 2V7
General Inquiry (416)314-9531
Fax (416)314-9599
8:30 - 4:45 


DANFORTH

3211 Danforth Ave
Toronto M1L 1B8
General Inquiry (416)327-0480
Fax (416)327-0490
8:30 - 4:45 


JARVIS YOUTH COURT

Rm 149, 311 Jarvis St
Toronto M5B 2C4
General Inquiry (416)326-0602
Fax (416)326-0603
8:30 - 5:00 


DON MILLS

Suite 200, 109 Rainside Rd
Don Mills M3A 1B2
General Inquiry (416)314-9722
Fax (416)314-9716
8:30 - 4:45 


COMMON SERVICES UNIT

2440 Lawrence Ave E
Scarborough M1P 2R5
General Inquiry (416)325-0319
Fax (416)325-0318
7:00 - 3:00 


ETOBICOKE NORTH

Unit 3, 25 Woodbine Downs Blvd
Etobicoke M9W 6N5
General Inquiry (416)314-9294
Fax (416)314-9299
8:30 - 4:45 

ETOBICOKE SOUTH

Unit 9, 100 The East Mall
Etobicoke M8Z 5X2
General Inquiry (416)314-0208
Fax (416)314-0214
8:00 - 4:45 

JANE STREET

Unit 6, 1749 Jane St
Toronto M9N 2S6
General Inquiry (416)326-2950
Fax (416)326-2955
8:30 - 4:45 

METRO NORTH COURT

1000 Finch Ave W

Downsview M3J 2V5

General Inquiry (416)314-0184

Fax (416)314-0183

8:30 - 4:45 **PARKDALE**

Sunnyside Medical Arts Bldg

Suite 206, 27 Roncesvalles Ave

Toronto M6R 3B2

General Inquiry (416)314-5277

Fax (416)314-5285

8:30 - 4:45 **NORTH WEST COURT**

Rm 110, 2201 Finch Ave W

Toronto M9M 2Y9

General Inquiry (416)314-0156

Fax (416)314-3978

8:30 - 4:30 **RIVERDALE**

Ontario Government Bldg

Main Flr, 50 Grosvenor St

Toronto M5S 2V3

General Inquiry (416)314-3771

Fax (416)314-3779


8:30 - 4:45 **OLD CITY HALL**

Rm 371, 60 Queen St W

Toronto M5H 2M4

General Inquiry (416)314-9701

Fax (416)314-9706


8:30 - 4:45 **SCARBOROUGH WEST**

Suite 200, 2131 Lawrence Ave E

Scarborough M1R 5G4

General Inquiry (416)750-3452

Fax (416)288-0359


8:30 - 4:45 **SCARBOROUGH COURT**

1911 Eglinton Ave E

Scarborough M1L 4P4

General Inquiry (416)325-0312

Fax (416)325-0315


8:30 - 5:00 **SCARBOROUGH EAST**

Suite 202, 2131 Lawrence Ave E

Scarborough M1R 5G4

General Inquiry (416)750-3590

Fax (416)750-7692


8:30 - 4:45 **YONGE STREET**

Suite 901, 920 Yonge St

Toronto M4W 3C7

General Inquiry (416)314-9273

Fax (416)314-9279


8:30 - 4:45 **COLLEGE PARK COURT**

2nd Flr, 444 Yonge St

Toronto M5B 2H4

General Inquiry (416)325-0320

Fax (416)325-0322

8:30 - 4:45 **INDEPENDENT INVESTIGATIONS UNIT**


2nd Flr, 880 Bay St

Toronto M5S 1Z8

General Inquiry (416)326-5070


Toll Free 1-800-463-9760

Fax (416)326-5029

8:30 - 5:00 


The Independent **Investigations** Unit (IIU) of the Ministry of Community Safety and Correctional Services is responsible for investigating employee allegations (excluding police officers) under the Ontario Public Service Workplace Discrimination and Harassment Prevention Policy. The IIU also investigates, under Section 22 of the Ministry of Correctional Services Act, allegations of sexual impropriety made by ministry clients against employees of open-custody facilities or ministry institutions and probation and parole services.

JUSTICE TECHNOLOGY SERVICES DIVISION

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-6950
Fax (416)326-1104
9:00 - 5:00 


The Justice Technology Services Division is responsible for Information Technology (IT) services and support to the Justice Enterprises - Ministry of the Attorney General, Ministry of Community Safety and Correctional Services and their external Justice partners - that enables transformation into a modern, effective and efficient justice system.

TECHNOLOGY MANAGEMENT BRANCH

17th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-4162
Fax (416)326-7334
9:00 - 5:00 


The Technology Management Branch provides professional systems services for Infrastructure (PCs, LANs) acquisition, configuration, installation support and management including leases and software licences; and electronic mail for the enterprise. Technology Support Centre (TSC) provides call centre support for all users of information technology including mission critical applications, network telephones, PCs, LANs. This service is provided to all ministries in the Justice Enterprise and also to the Ministry of Health and Long-Term Care and the Municipal police services. Province-wide network of voice and data communications, allowing access to the data centres and to electronic mail is provided by the Telecommunication Section.

TECHNOLOGY SOLUTIONS BRANCH

2nd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3211
Fax (705)494-3217
9:00 - 5:00 

Technology Solutions Branch is responsible for development/support of all corporate program delivery information systems including Internet advice and support. The branch delivers applications systems to support ministry program management needs including Ontario Police Technology Information Cooperative (OPTIC) which provides dispatch and report functions for 40 municipal police services and the OPP, representing approximately 9,000 employees serving a population of over 3.0 million people in Ontario; Offender Management System (OMS) which provides the ministry with centralized offender information; Ambulance Response Information System which provides ambulance dispatch for Ministry of Health and Long-Term Care to all areas of the province outside Metropolitan Toronto; Integrated Courts Offence Network (ICON); Sex Offender Registry, Major Case Management and support to Executive Offices in the use of technology in Business Intelligence (EI) and correspondence management.


VIDEO REMAND PROJECT

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)325-0996
Fax (416)326-1959
9:00 - 5:00 

The Video Remand and Bail Project Team is responsible for implementing a framework and installing video conferencing technology in court houses, detention centres and selected remote


sites across the province. The project team will also undertake to train court and corrections staff in the use of this technology for remand and consent bail hearings.

PLANNING SECTION

17th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-2715
Fax (416)314-0216
9:00 - 5:00 

The Planning Section is responsible for the development of Information Management and Information Technology Strategic Plan for the Justice Cluster (Attorney General and Community Safety & Correctional Services) ensuring that the IM & IT Plan is aligned with and supportive of the business plans of two ministries and their respective program areas. The section is also responsible for the governance planning, reporting, marketing and promotion of technology based solutions that will enable the transformation of the ministries' program core businesses in providing service to the public and their evolving business needs.


LEGAL SERVICES BRANCH

8th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)314-3509
Fax (416)314-3518
Fax (705)329-6882 (Orillia)
8:30 - 5:00 

The Legal Services Branch provides a full range of legal services to the Ministry of Community Safety and Correctional Services. Counsel provide advice to diverse clients, based on all aspects of clients' programs, and on the interpretation of statutes and regulations affecting clients' businesses. Counsel participate in developing legislation, prepare a wide variety of contracts and other legal documents and represent the ministry at court hearings, administrative tribunals and coroners' inquests. The branch acts as legal counsel to the Fire Safety Commission and the Animal Care Review Board and provides advice to the Ontario Civilian Commission on Police Services, Ontario Police Arbitration Commission and Ontario Parole and Earned Release Board. The Legal Services Branch also has an office located at 777 Memorial Avenue, Lincoln M. Alexander Bldg., Orillia L3V 7V3. All branch counsel are employees of the Ministry of the Attorney General.

AGENCIES, BOARDS AND COMMISSIONS

FIRE SAFETY COMMISSION


Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3100
Fax (416)314-1217
www.gov.on.ca/ofm
8:30 - 5:00 

The **Fire** Safety Commission is an adjudicative agency and renders decisions for **appeals** and applications related to specific matters identified under the authority of the Fire Protection and Prevention Act, 1997.

Services offered to the Public:


Fire Safety Commission

ONTARIO CIVILIAN COMMISSION ON POLICE SERVICES

George Drew Bldg
1st Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3004
(416)326-1189 (Complaints, Greater Toronto Area)
Toll Free 1-888-515-5005 (Complaints, Outside the Greater Toronto Area)
Fax (416)314-2036 (Complaints, Greater Toronto Area)
Fax (416)314-0198 (General Fax)
Toll Free Fax 1-888-311-7555 (Complaints, Outside the Greater Toronto Area)
8:30 - 5:00 


The Ontario Civilian Commission on **Police** Services (OCCPS) is an independent quasi-judicial civilian agency with general **enforcement** authority under the Police Services Act with respect to the adequacy and effectiveness of policing services in Ontario. This includes conducting inquiries and **investigations** and making recommendations to the Minister. In Ontario, police services and police services boards are ultimately accountable to the public through the OCCPS. The Commission carries out a mixed combination of duties which are primarily adjudicative or decision-making in nature and conducts reviews on its own motion or at the request of complainants, in respect of a **complaint** or complaints made about the policies of or services provided by a police force or about the conduct or work performance of a police officer and the disposition of such complaints. The Commission also approves the **appointments** of **First Nations** Constables.

ONTARIO CRIME CONTROL COMMISSION

George Drew Bldg
1st Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-0876
Toll Free 1-877-274-6326
Fax (416)314-0870
www.fightcrime.net
8:30 - 4:30 

The Ontario **Crime** Control Commission is co-chaired by MPPs who act as the Parliamentary Assistants to the Attorney General and Minister of Community Safety and Correctional Services. The Commission was created to listen to the public's concerns and identify specific steps the government can take to make Ontario a safer and better place to live. The Commission was established in 1997 and recently extended to June 2004 to continue to put the government's commitment to safer communities, crime prevention, more effective law enforcement and a balanced criminal justice system into action.

ONTARIO PAROLE AND EARNED RELEASE BOARD

Suite 1803, 415 Yonge St
Toronto M5B 2E7
General Inquiry (416)325-4480
Toll Free 1-888-579-2888 (Victim Support Line)
Fax (416)325-4485
www.operb.gov.on.ca
8:00 - 4:30 

The Ontario **Parole** and Earned Release Board has jurisdiction over all **offenders** who are serving sentences of up to two years less a day in provincial institutions and Temporary Absence applications over 72 hours. The Chair, Ontario Parole and Earned Release Board, is responsible for the overall administration of the board. Seven Vice-Chairs are responsible to the Chair for all board

decisions and for the total operation of the service sectors. The board shares responsibility for operating the **Victim** Support Line, which provides information to victims on convicted adult offenders in the provincial system.

SERVICE SECTORS

CENTRAL EAST SERVICE SECTOR


541 Hwy 36

RR 3

Lindsay K9V 6H2

General Inquiry (705)324-4184

Fax (705)324-8439

8:30 - 4:30 


CENTRAL NORTH SERVICE SECTOR

House No 2, 500 Church St

Penetanguishene L9M 1G3

General Inquiry (705)549-1425

Fax (705)549-8359

8:30 - 4:30 


SOUTH WEST SERVICE SECTOR

1st Flr, 491 Steeles Ave

Milton L9T 1Y7

General Inquiry (905)693-9326

Fax (905)693-3098

8:30 - 4:30 

ONTARIO POLICE ARBITRATION COMMISSION


George Drew Bldg

1st Flr, 25 Grosvenor St

Toronto M7A 1Y6

General Inquiry (416)314-3520

Fax (416)314-3522

8:30 - 4:30 

The Ontario **Arbitration** Commission is a five-member statutory body which administers the conciliation and **mediation**-arbitration processes between **municipal police** associations and municipal police services boards throughout the Province of Ontario. The Arbitration Commission also provides a conciliation and mediation-arbitration service to the Ontario Provincial Police (OPP) for contract bargaining disputes.

ACTS

Ammunition Regulation Act, 1994

Anatomy Act

Christopher's Law (Sex Offender Registry) 2000

Coroners Act

Emergency Management Act

Fire Protection and Prevention Act, 1997

Firefighters' Memorial Day Act, 2000

Imitation Firearms Regulation Act, 2000

Lightning Rods Act

Ministry of Correctional Services Act

Ministry of the Solicitor General Act

Ontario Society for Prevention of Cruelty to Animals Act

Police Services Act

Private Investigators and Security Guards Act

Public Works Protection Act

MINISTRY OF CONSUMER AND BUSINESS SERVICES

Eaton Tower

35th Flr, 250 Yonge St

Toronto M5B 2N5

General Inquiry (416)326-8555

TTY (416)325-3408

Toll Free 1-800-268-1142

TTY Toll Free 1-800-268-7095

www.cbs.gov.on.ca 

The Ministry of Consumer and Business Services promotes a fair, safe and informed marketplace that supports a competitive economy in Ontario. It provides individuals and businesses greater choice in how, when and where they access government services and products. Through programs like Ontario Business Connects, Publications Ontario and Government Information Counters, we are working to provide better services for businesses and individuals. MCBS sets standards of conduct for businesses; promotes consumer rights; investigates questionable business practices; registers vital statistics such as births, deaths, marriages and changes of names, land transfers and ownership, and personal property. Alcohol and Gaming Commission regulates beverage alcohol and ensures integrity in the gaming sector; Ontario Film Review Board classifies films and videos; Office of the Athletics Commissioner sanctions all boxing and wrestling events; Licence Appeal Tribunal hears appeals in a variety of areas.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH

Eaton Tower

35th Flr, 250 Yonge St


Toronto M5B 2N5

General Inquiry (416)326-8525

Fax (416)326-8543

Fax (416)326-8387

www.cbs.gov.on.ca

8:30 - 6:00 

The Communications Services Branch (CSB) provides strategic communications advice and services to help create a positive environment in which the Ministry can achieve its organizational goals. The CSB Director reports to both the Deputy Minister and Cabinet Office Communications to ensure that all communications support both the Ministry and broader government priorities. The branch is responsible for the creation, implementation and evaluation of all communications plans and campaigns including marketing, advertising, public relations and creative services. The branch is responsible for all issues management, media liaison and produces all public communications products such as speeches, press conferences, brochures, press releases, the Internet and intranet, Minister's correspondence and house book notes. CSB is also your source for French language translations, creative services vendors and media monitoring and analysis.


INTERNAL AUDIT SERVICES

18th Flr, 56 Wellesley St W

Toronto M7A 2E7

General Inquiry (416)326-1703


Fax (416)326-1712

8:30 - 5:00 

Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making


recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor in the Internal Audit Division.

LEGAL SERVICES

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
(416)326-8845 (Condominium Act)
(416)314-5180 (Personal Property Security Registration)
(416)314-5180 (Real Property Registration)
(416)326-8455 (Business Practices)
(416)314-5180 (Property Law)
(416)314-4839 (Company Law)
Fax (416)326-8456
Fax (416)314-5179
8:30 - 5:15 

Legal Services Branch provides legal services to the ministry on the interpretation of consumer and business statutes and regulations, and the preparation and review of proposed legislation and regulations. The office also carries out civil litigation and prosecutions under ministry legislation. Particular areas for which legal services are responsible to the ministry include real property and personal property registration, companies law, trade, liquor and gaming, technical standards and business practices, electronic service delivery and integrated service delivery.

ECONOMICS AND BUSINESS CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)212-6000
(416)326-9444 (Service Desk)
Fax (416)326-9424
8:30 - 5:00 


The Economics and Business Cluster is responsible to provide information management and information technology services to the ministries of Consumer and Business Services; Economic Development and Trade; Energy; and Labour. The Cluster's mission is two-fold: to provide timely and cost effective support to its client ministries in helping them to promote e-business and e-government as a means of enhancing government service; and, secondly to further the Ontario Government's overall I&IT strategy. This is achieved by providing the following services: business solutions; architecture and planning; application development and production support; and, information technology operations and client support.

INTEGRATED SERVICE DELIVERY DIVISION

Eaton Tower
20th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-6205
Fax (416)326-5106
Fax (416)326-3229 (Financial Analysts)
www.cbs.gov.on.ca/Online_Services/english/index.htm
8:00 - 5:00 


The Integrated Service Delivery Division is developing and implementing an adaptive, cost effective, customer-centered, multi-channel service delivery. This will provide individuals, businesses and other organizations with seamless, speedy access to government information, services and products and offer choice in how, when and where they access these services.

BUSINESS DEVELOPMENT BRANCH

Eaton Tower
20th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)212-2252
8:30 - 5:00 

Business Development Branch is responsible for liaison with program ministries and other jurisdictions to identify and develop new initiatives for integrated delivery of government information and services to individuals, businesses and other organizations.

ESD IMPLEMENTATION (BUSINESS)


Eaton Tower
16th Flr, 250 Yonge St
Toronto M5B 2N5
TTY (416)325-3408
Toll Free 1-800-565-1921 (Province-Wide)
Fax (416)314-5125 (393 University Ave)
Fax (416)326-3392 (250 Yonge St)
www.cbs.gov.on.ca/obc
8:30 - 5:00 

ESD Implementation (Business) is a government initiative to simplify and streamline processes for Ontario businesses. These services are offered through 150 self-help computer workstations located throughout the province, Internet access and licensed wholesalers. Currently new and existing businesses can register their **business name** instantly and complete these commonly required applications: **Retail Sales Tax Vendor Permit**, Employer **Health Tax**, and **Workplace Safety and Insurance Board**. They can also renew their business name **registration** and conduct a business name search. The Ontario Business Connects Web site allows users to change their business information, subscribe to the MyBIS information service and apply for provincial and federal programs.

Services offered to the Public:


Ontario Business Connects

ESD IMPLEMENTATION (INDIVIDUALS)

Eaton Tower
16th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-0170
Fax (416)326-5550
8:30 - 5:00 


Electronic Service Delivery Implementation Branch for Individuals, through strategic partnerships and/or contracts, builds and operates electronic service delivery channels (internet, telephone and public access terminals) and builds up an array of services aligned with the over-the-counter strategy and services to business. It assists ministries and other jurisdictions in planning and implementing integrated electronic service delivery systems/solutions.

INFORMATION AND SERVICES BRANCH

Eaton Tower
20th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-1234
Fax (416)326-3229
8:30 - 5:00 


Information and Services Branch manages the operation of direct service delivery of an integrated client contact centre (Access and Inquiry Services), Publications Ontario and a network of Government Information Centres providing over-the-counter information and selected government services in 61 communities.

ACCESS AND INQUIRY SERVICES

Macdonald Block
Rm M1-52, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)325-3420
Fax (416)325-3407
8:30 - 5:00 


Access and Inquiry Services provides public access to government information. The section is made up of three units: Citizens' Inquiry Bureau (CIB), Access Ontario in Ottawa, and Databases and Directories (D&D).

ACCESS ONTARIO

Ottawa Courthouse Bldg
2nd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)238-3630
TTY (613)566-2235 (TTY/Teletypewriter users only)
Toll Free 1-800-268-8758 (Within Area Code 613)
Fax (613)566-2234
8:00 - 5:00 


Access Ontario provides a **bilingual information and referral service** for telephone and walk-in inquiries. It provides an access point for information on government programs and services, locations and staff. Two Ontario **Business Connects** terminals are available for business **registrations**. Access Ontario offers a range of free and priced **publications**, and sells **hunting and fishing licences**.

CITIZENS' INQUIRY BUREAU

Macdonald Block
Rm M1-52, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)326-1234
TTY (416)325-3408 (TTY/Teletypewriter users only)
Toll Free 1-800-267-8097 (General Inquiry)
TTY Toll Free 1-800-268-7095 (TTY/Teletypewriter users only)
Fax (416)325-3407
www.gov.on.ca
8:30 - 5:00 


Citizens' Inquiry Bureau provides a **bilingual information and referral service**. It provides an access point for information on government programs and services, locations and staff. Services are provided by telephone, over the counter and using the feedback form on the Government of Ontario Web site.

DATABASES AND DIRECTORIES

5th Flr, 880 Bay St
Toronto M7A 1N8
General Inquiry (416)327-3642
(416)327-2993 (Blue Pages Control Desk)
Fax (416)327-3652
Fax (416)314-3603 (Blue Pages)
www.infogo.gov.on.ca
8:30 - 5:00 

Databases and Directories collects and organizes information about the Ontario government and makes it available to the public and internal staff. The section administers the PACE (Public Access Corporate Enquiry) database which contains information about government personnel, offices, services and freedom of information **records**. PACE is available on the Internet and Intranet through INFO-GO and in hard copy publications, the Government of Ontario Telephone Directory and the KWIC Index to Services. The Freedom of Information Directory is available on the Internet. This unit also coordinates the Blue Pages, the government listings found in telephone books across the province.


GOVERNMENT INFORMATION CENTRES

MacDonald Block
Rm M1-52, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)326-1234
Toll Free 1-800-267-8097
Fax (416)326-5106
www.gov.on.ca/MBS/english/maps/gic/index.html
8:30 - 5:00 


Government Information Centres (GICs) are located in 61 communities across Ontario, and offer over-the-counter information and selected government services. Responsibility for the operation of the centers is divided between Ministry of Consumer and Business Services and Ministry of Northern Development and Mines. Policy lead is with the Ministry of Consumer and Business Services. Government Information Centres provide answers to frequently asked questions about government services, registration for an unincorporated business through an Ontario Business Connects workstation, **business name** searches, ordering government **publications** electronically using POOL (Publications Ontario On-Line), search Ontario government internet sites, referrals to government staff who can provide specialized help, access to general information on-line about the

government's programs, services and staff, Life Event packages and government forms such as application forms for birth **certificates**, and Passports.


CENTRAL REGIONAL OFFICE

Macdonald Block
Government Information Ctr, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)326-1234
Fax (416)325-3407
8:30 - 5:00 


AURORA

50 Bloomington Rd W
Aurora L4G 3G8
General Inquiry (416)326-1234
TTY (416)325-3408
Fax (905)713-6906
8:30 - 5:00 


BRAMPTON

1st Flr, 7765 Hurontario St
Brampton L6W 4S8
General Inquiry (416)326-1234
TTY (416)325-3408
Fax (905)874-3970
8:30 - 5:00 


DOWNSVIEW

Bldg A
2860 Keele St
Toronto M3M 3E6
General Inquiry (416)326-1234
TTY (416)325-3408
Fax (416)235-3777
8:30 - 5:00 

HALTON

Halton Regional Administrative Ctr
1151 Bronte Rd
Oakville L6M 3L1
General Inquiry (905)825-6000
Toll Free 1-866-442-5866
Fax (905)825-9010
8:30 - 4:30 


TORONTO

Macdonald Block
900 Bay St
Toronto M7A 1N3
General Inquiry (416)326-1234
TTY (416)325-3408
Fax (416)325-3407
8:00 - 5:00 


WHITBY

590 Rossland Rd E
Whitby L1N 9G5
General Inquiry 1-800-267-8097
Fax (905)430-1230
8:30 - 5:00 


SOUTHEASTERN REGIONAL OFFICE

Suite 200, 1111 Prince of Wales Dr
Ottawa K2C 3T2
General Inquiry (613)727-2827
Fax (613)727-2900
8:30 - 5:00 


BANCROFT

50 Monck St
PO Box 300
Bancroft K0L 1C0
Toll Free 1-800-746-5520
Fax (613)332-4027
8:30 - 5:00 

BELLEVILLE

2nd Flr, 15 Victoria Ave
PO Box 7
Belleville K8N 1Z5
General Inquiry (613)968-3769
Fax (613)968-4374
8:30 - 5:00 


BROCKVILLE

Government Information Centre
Market St Entrance, 7 King St W
Brockville K6V 3P7
General Inquiry (613)498-0506
Fax (613)345-7390
8:30 - 5:00 


CORNWALL

127 Sydney St
Cornwall K6H 3H1
General Inquiry (613)932-5332
Fax (613)932-4524
8:30 - 5:00 


HAWKESBURY

692 Main St E
Hawkesbury K6A 1B4
General Inquiry (613)632-2192
Fax (613)636-0345
8:30 - 5:00 


KINGSTON

Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)536-7372
Fax (613)531-5730
8:30 - 5:00 


LINDSAY

322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-3849
Toll Free 1-877-994-9928
Fax (705)324-8440
8:30 - 5:00 


MINDEN

Hwy 35 By-pass
PO Box 820
Minden K0M 2K0
General Inquiry (705)286-1521
Fax (705)286-4355
8:30 - 5:00 


OTTAWA

Courthouse
2nd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)238-3630
TTY (613)566-2235
Toll Free 1-800-268-8758
Fax (613)566-2234
8:00 - 5:00 


PEMBROKE

31 Riverside Dr
Pembroke K8A 8R6
General Inquiry (613)732-3661
Fax (613)732-6998
8:30 - 5:00 


PETERBOROUGH

North Tower
1st Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-4427
Fax (705)755-1677
8:30 - 5:00 


RENFREW

316 Plaunt St S
Renfrew K7V 1N3
General Inquiry (613)432-4841
Toll Free 1-800-267-8816
Fax (613)432-5260
8:30 - 5:00 


SMITHS FALLS

91 Cornelia St W
Smith Falls K7A 5L3
General Inquiry (613)283-7002x101
Toll Free 1-888-784-7605
Fax (613)283-7005
8:30 - 4:00 

SOUTHWESTERN REGIONAL OFFICE

Atrium
1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-6555
Fax (519)826-6363
8:00 - 5:00 


BARRIE

34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-0823
Fax (705)737-5722
8:30 - 5:00 

CHATHAM

Chatham Civic Ctr
315 King St W
PO Box 640
Chatham N7M 5K8
General Inquiry (519)436-3297
Toll Free 1-800-714-7497
Fax (519)436-3227
8:00 - 5:00

GUELPH

1st Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-6567
TTY (519)826-7402
TTY Toll Free 1-877-877-6313
Fax (519)826-3633
8:00 - 5:00 

HAMILTON

Ellen Fairclough Bldg
Ground Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7825
Fax (905)521-7851
8:30 - 4:00

KITCHENER

City Hall
Main Flr, 200 King St W
PO Box 1118
Kitchener N2G 4G7
General Inquiry (519)576-6517
Toll Free 1-800-837-0877
Fax (519)576-6377
8:00 - 5:00

LONDON

659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4000
Fax (519)873-4016
8:00 - 5:00


OWEN SOUND

1050 2nd Ave E
Owen Sound N4K 2H7
General Inquiry (519)371-6226
Toll Free 1-888-647-3654
Fax (519)371-6336
8:00 - 5:00

SARNIA


Bayside Mall, Lambton Shared Services Ctr
150 Christina St N
Sarnia N7T 7W5
General Inquiry (519)332-2512x2227
Fax (519)383-1648
8:00 - 5:00

PUBLICATIONS ONTARIO


Main Flr, 50 Grosvenor St
Toronto M7A 1N8
(416)326-5300 (Order Publications)
Toll Free 1-800-668-9938 (Order Publications)
TTY Toll Free 1-800-268-7095
Fax (416)326-5317
www.publications.gov.on.ca
8:30 - 5:00 

Publications Ontario is the primary distributor of government publications to the public, public libraries, businesses, and government ministries. Approximately 10,000 titles are listed in its database, including **Hansard**, the **Ontario Gazette**, **legislation (bills, statutes and regulations)** and related publications. Customers can shop in person, by telephone, mail order or through the Publications Ontario On-Line (POOL) Web site. All major credit cards and government purchase cards are accepted. Publications Ontario is responsible for copyright administration on behalf of the Queen's Printer for Ontario, and for the Government Publications Directive.


SIMCOE

40 Colborne St S
Simcoe N3Y 4H3
General Inquiry (519)426-6655
Toll Free 1-800-267-9434
Fax (519)428-0787
8:00 - 5:00 

ST CATHARINES

Ground Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2111
Fax (905)704-2003
8:00 - 5:00 

STRATFORD

581 Huron St
Stratford N5A 5T8
General Inquiry (519)271-9995
Fax (519)271-1007
8:00 - 5:00 

WINDSOR


Dorwin Plaza
2445 Dougall Ave
Windsor N8X 1T3
General Inquiry (519)972-5546
Fax (519)972-0067
8:00 - 5:00

BUSINESS AND CLIENT SOLUTIONS

Main Flr, 880 Bay St
Toronto M7A 1N8
General Inquiry (416)326-5302


Business and Client Solutions provides walk-in bookstore service, carrying a large selection of government titles and products (souvenirs). All major credit cards and government purchasing cards are accepted. It also provides call centre functions.

PUBLISHING, DISTRIBUTION AND COPYRIGHT UNIT

5th Flr, 880 Bay St
Toronto M7A 1N8
(416)326-5310 (Ontario Gazette)
Fax (416)326-4648
8:30 - 5:00 


Publishing, Distribution and Copyright Unit coordinates printing and **publishing** of Ontario Statutes and Regulations, and works with government ministries and agencies to make **publications** available for general sale, managing an inventory of 10,000 titles in partnership with a private-sector warehouse. It also manages the Ontario **Gazette** subscriptions and ensures public access to government **documents** through the Depository Library system of 500+ libraries. The Unit also administers Crown copyright on behalf of the Queens Printer for Ontario, which has sole authority to license the copying of government print or electronic material for commercial purposes. In addition the unit develops and maintains Internet services: EOCOS, a research and ordering site restricted to libraries; PICC, a restricted ordering site for all Government Information Centres; Third Party Site, a restricted ordering site for Third Party **Bookstores**; POOL, a public on-line e-commerce and information site; and an on-line Ontario Gazette site.

COPYRIGHT

5th Flr, 880 Bay St
Toronto M7A 1N8
(416)326-2678 (Copyright Inquiries)
Fax (416)326-4648
8:30 - 5:00 


The **Copyright** Section administers Crown copyright on behalf of the Queen's Printer for Ontario, which has sole authority to license the copying of government print or electronic material for commercial purposes by third parties. Advice is provided to ministries on transactions involving Crown copyright, both when the right to copy is being licensed and also when material such as reports or software are being created for the government under contract.

SERVICE DELIVERY STRATEGY BRANCH

Eaton Tower
20th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-6205
Fax (416)326-5106
8:30 - 5:00 


Service Delivery Strategy Branch advances innovative and leading-edge integrated service delivery through the development of strategies and frameworks that enable the transformation of the way government delivers services to its customers.

SERVICE MANAGEMENT BRANCH

Eaton Tower
16th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-1864
8:00 - 5:00 


Service Management Branch is responsible for procurement, negotiation and maintenance of contractual relationships with private sector service providers for the delivery of integrated government services for individuals and businesses. It develops and manages the division's service agreements and partnerships with OPS ministries and other jurisdictions.

POLICY AND CONSUMER PROTECTION SERVICES DIVISION

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8578
Fax (416)325-6192
8:30 - 5:00 


The Policy and Consumer Protection Services Division constitutes three areas: the Marketplace Standards and Services Branch, Policy Branch and the Sector Liaison Branch.

MARKETPLACE STANDARDS AND SERVICES BRANCH

Eaton Tower
32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8611
Fax (416)326-8665
8:30 - 5:00 

The Marketplace Standards and Services Branch administers approximately 20 **consumer** protection and **business** licensing statutes. The Branch consists of five sections: Investigations, Compliance **Inspections**, Consumer Services, Registration and Licensing, and Systems, Finance and Administration. The Branch registers and regulates businesses under a number of business statutes; processes consumer complaints; investigates alleged infractions; inspects registrants under all Acts dealing with consumer protection; monitors and educates the marketplaces; licenses all professional combative sports in Ontario and issues **licences** to theatres, video, DVD, film distributions and video retailers.


COMPLIANCE AND CONSUMER SERVICES BUREAU SECTION

Eaton Tower
32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8800
Toll Free 1-800-889-9768
Fax (416)326-8665
8:30 - 5:00 

Compliance and **Consumer** Services Bureau Section is responsible for mediating/handling **consumer complaints** for both general marketplace and industry-specific transactions. The area disseminates advice and information to consumers as to their rights and responsibilities in the marketplace. This office monitors the marketplace in order to identify consumer problems and delinquent **business** and to spot emerging trends in the marketplace. The compliance activity is carried out under the authority of various business **registration**/public protection statutes to ensure


the provisions, (e.g., registration requirements, trust account maintenance, etc.) of these statutes are complied with by sector businesses.

INVESTIGATIONS OFFICE

Eaton Tower
32nd Flr, 250 Yonge St
Toronto M5B 2N5
Fax (416)326-8633
8:30 - 5:00 


The Investigations Office investigates alleged infractions of ministry statutes.

REGISTRATION AND LICENSING OFFICE

Eaton Tower
32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-6203
Toll Free 1-800-889-9768 (Province-Wide)
Fax (416)326-8810
8:30 - 5:00 

The Registration and Licensing Office oversees the registration and licensing functions for the Marketplace Standards and Services Branch in respect of the Athletics Control Act, Bailiffs Act, Cemeteries Act (Revised), Collection Agencies Act, Consumer Reporting Act, Paperback and Periodical Distributors Act and the Theatres Act. In addition the Office processes applications for exemptions under the Arthur Wishart Act (Franchise Disclosure), 2000.

THEATRES REGULATION UNIT


1075 Millwood Rd
Toronto M4G 1X6
General Inquiry (416)314-3626
Toll Free 1-800-268-6024 (Province-Wide)
Fax (416)314-3632
8:30 - 5:00 

The **Theatres** Regulation Unit administers the Theatres Act, which regulates movie theatres, **film** and video distributors and video retailers. The office also provides administrative services for the Ontario Film Review Board.

Services offered to the Public:

Theatres Administration


ATHLETIC COMMISSIONER'S OFFICE

1075 Millwood Rd
Toronto M4G 1X6
General Inquiry (416)314-3626
Toll Free 1-800-268-6024
Fax (416)314-3632
8:30 - 5:00 

The Athletic Commissioner's Office administers the Athletics Control Act and is responsible for the proper conduct of professional combative **sports** in Ontario. The Commissioner issues licenses to professional **boxers**, kickboxers, **wrestlers** and officials involved in these sports.

Services offered to the Public:
Athletics Control Act


CEMETERIES REGULATION UNIT

Eaton Tower
32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8393 (Cemetery Licensing Inquiries)
General Inquiry (416)326-8800 (Consumer Complaints & Inquiries)
Toll Free 1-800-889-9768
Toll Free 1-800-268-1142
Fax (416)326-8406
Fax (416)326-8665
8:30 - 5:00 

The **Cemeteries** Regulation Unit administers the Cemeteries Act (Revised) which regulates the operation of cemeteries, **crematoria**, **mausolea**, **columbaria** and cemetery salespersons. The office issues licenses under the Act and oversees the reporting of burial sites, handles **consumer complaints** regarding cemeteries, reviews changes to cemetery by-laws and prices, and monitors trust accounts holding prepayment for care and maintenance funds.

Services offered to the Public:
Cemeteries Regulation


DEBT RECOVERY REGULATION UNIT

Eaton Tower
32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-6203
Toll Free 1-800-889-9768
Fax (416)326-8810
8:30 - 5:00 

The Debt Recovery Regulation Unit administers the **Bailiffs** Act, the **Collection Agencies** Act, the **Consumer** Reporting Act and the Paperback and **Periodical** Distributors Act under which Bailiffs, Collection Agencies, Collectors, Consumer Reporting Agencies, Personal Information Investigators and Paperback and Periodical Distributors are registered or appointed. The office maintains a central file of persons registered or appointed under these Acts.


Services offered to the Public:
Registration under the Collection Agencies Act

SYSTEMS, FINANCE AND ADMINISTRATION

Eaton Tower
32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8635 


The Systems, Finance and Administration section provides IT support, Financial Information Services, Human Resources Administration and Office Services to the Branch.

POLICY BRANCH

35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8878
General Inquiry (416)326-8862
Fax (416)326-8885
8:30 - 5:00 


The Policy Branch provides strategic policy services to support the ministry's diverse and broad mandate, with a particular focus on: ensuring fairness in Ontario's marketplace; enhanced consumer protection and public safety; the removal of obstacles to economic activity through modernization and harmonization of the regulatory framework by way of legislative reform; and ongoing support to the development of integrated service delivery options for consumers and businesses. The branch has four units: Corporate Policy, Policy Development, Service Delivery Projects, and Consumer Protection Reform Project.

SECTOR LIAISON BRANCH

Eaton Tower
35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8860
Fax (416)326-8885
8:30 - 5:00 

The Sector Liaison Branch consists of three sections: Agency Liaison, Delegated Authority Liaison and Teranet Alliance. The branch provides governance, accountability, relationship and issues management services to the ministry as well as policy development and analysis for liquor and gaming. Acting as the link between the ministry and its external community, the branch is dedicated to overseeing and managing the ministry's relationships that the ministry has with a number of its service delivery partners: the Ontario Motor Vehicle, Real Estate and Travel Industry Councils of Ontario, Technical Standards and Safety Authority, Electrical Safety Authority, Board of Funeral Services, Tarion and Vintners Quality Alliance of Ontario. It liaises with the Alcohol and Gaming Commission of Ontario, the Ontario Racing Commission and Teranet.

AGENCY LIAISON SECTION

Eaton Tower
35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8860
Fax (416)326-8885
8:30 - 5:00 


The Agency Liaison Section works with Crown Agencies and Administrative Authorities in the Liquor and Gaming areas. It ensures accountability, good governance and achievement of the Government's regulatory objectives in liquor and gaming as well as providing policy development and analysis in these areas. It works with the domestic wine, distilled spirits, beer, horse racing, gaming and hospitality sectors to enhance industry competitiveness and promote economic growth.

DELEGATED AUTHORITY LIAISON

Eaton Tower
 32nd Flr, 250 Yonge St
 Toronto M5B 2N5
 General Inquiry (416)326-8860
 Toll Free 1-800-268-1142
 Fax (416)326-8665
 8:30 - 5:00

The Delegated Authority Liaison section manages the interface of the Ministry's Delegated Authorities with the government. This section provides program oversight and analysis for the Delegated Authorities and issue management services to the ministry.

BOARD OF FUNERAL SERVICES

Suite 2810, 777 Bay St
 PO Box 117
 Toronto M5G 2C8
 General Inquiry (416)979-5450
 Toll Free 1-800-387-4458 (For Ontario Only)
 Fax (416)979-0384
www.funeralboard.com
 8:30 - 4:00 

The Board of **Funeral** Services (BoFS) is an independent, industry-financed, non-share corporation that regulates the funeral industry by administering the Funeral Directors and Establishments Act. BoFS' principal objective is to regulate the practices of funeral directors and persons who operate funeral establishments and transfer services in accordance with the Act, the regulations and the bylaws, in order that the public interest may be served and protected. BoFS also mediates and adjudicates **complaints**, and administers a consumer **compensation** fund.

Services offered to the Public:


Board of Funeral Services

ELECTRICAL SAFETY AUTHORITY (ESA)

Suite 202, 155A Matheson Blvd W
 Mississauga L5R 3L5
 General Inquiry (905)712-5361
 Fax (905)507-9532
 9:00 - 5:00

The **Electrical Safety** Authority (ESA) is responsible for ensuring compliance with Ontario's Electrical Safety Code in the electrical industry as well as in the residential, commercial and industrial markets. ESA inspects electrical devices and installations, investigates **complaints**, approves electrical products and makes sure the code is current and includes the latest technology.


ONTARIO MOTOR VEHICLE INDUSTRY COUNCIL

Suite 800, 789 Don Mills Rd
 Toronto M3C 1T5
 General Inquiry (416)226-4500
 Toll Free 1-800-943-6002
 Fax (416)226-3208
www.omvic.on.ca
 8:00 - 5:00 

The Ontario **Motor Vehicle** Industry Council (OMVIC) is responsible for administering the Motor Vehicle Dealers Act (MVDA) and the Motor Vehicle Dealers Compensation Fund on behalf of the


Government of Ontario to better protect consumers. OMVIC is responsible for registering motor vehicle dealers and salespeople, conducting inspections and investigations, and mediating complaints.

REAL ESTATE COUNCIL OF ONTARIO

East Tower
Suite 600, 3250 Bloor St W
Toronto M8X 2X9
General Inquiry (416)207-4800
Toll Free 1-800-245-6910
Fax (416)207-4820
www.reco.on.ca
8:30 - 5:00 

The **Real Estate** Council of Ontario (RECO) is responsible for administering the Real Estate and Business brokers Act (REBBA) on behalf of the Government of Ontario. RECO's mandate is to protect consumers and members through a fair, safe and informed real estate marketplace. RECO registers real estate brokers and salespeople and performs inspections of real estate brokers to ensure the Act's requirements are met. RECO also administers a mandatory continuing education program, a Code of Ethics and Complaint process and an Insurance program.

TECHNICAL STANDARDS AND SAFETY AUTHORITY

West Tower
4th Flr, 3300 Bloor St W
Toronto M8X 2X4
General Inquiry (416)325-2000
Toll Free 1-877-682-8772 (Outside GTA)
Fax (416)326-1663
www.tssa.org
8:30 - 5:00 


The Technical **Standards** and **Safety** Authority (TSSA) is responsible for the administration of Ontario's Technical Standards and Safety Act. This includes regulating safety in the **elevating and amusement devices, boilers and pressure vessels**, hydrocarbon fuels and upholstered and **stuffed articles** sectors. TSSA reviews designs, performs risk-based device inspections; incident investigations; sets certification standards for device maintenance personnel and operators; researches incident causes; and delivers public education to reduce incidents.

TERANET ALLIANCE

Eaton Tower
33rd, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8860
Toll Free 1-800-268-1142
Fax (416)325-6192
8:30 - 4:30


The Teranet Alliance Office represents the government's interest in the strategic alliance between the Government of Ontario and Teranet Inc. The alliance enables the automation of Ontario's land registration records and the provision of electronic land registration services.

TRAVEL INDUSTRY COUNCIL OF ONTARIO

West Tower
Suite 402, 2700 Matheson Blvd E
Mississauga L4W 4V9
General Inquiry (905)624-6241
Toll Free 1-888-451-8426
Fax (905)624-8631
www.tico.on.ca
8:00 - 5:00 


The **Travel** Industry Council of Ontario (TICO) administers the Travel Industry Act on behalf of the Government of Ontario. In addition, TICO administers an industry-financed Travel Compensation Fund. TICO's mandate is to promote a fair and informed marketplace where consumers can be confident in their travel purchases. TICO registers travel retailers and wholesalers and performs inspections of registrants to ensure compliance with the Act. TICO also administers consumer education and awareness programs and mediates disputes between consumers and registrants.

VINTNERS QUALITY ALLIANCE ONTARIO

Rm 1601, 1 Yonge St
Toronto M5E 1E5
General Inquiry (416)367-2002
Fax (416)367-4044
8:30 - 5:00 


Vintners Quality Alliance Ontario administers the Vintners Quality Alliance Act, a regulated "Appellation of Origin" system by which consumers can identify quality **wines** in Ontario.

REGISTRATION DIVISION

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-5095
Fax (416)314-5111
8:30 - 5:00 

Registration Division **records** land ownership and transfer, security interest in personal property, births, deaths, marriages and other vital statistics events in Ontario. Clients are dependent upon the availability, accuracy and timeliness of these records, which validate personal and legal identities and relationships, land title to real property, and a system that enables property, other than **real estate**, to be pledged as a guarantee for repayment of business or personal loans, while allowing the borrower to have possession and use of the property. The division also manages a strategic alliance between the Government of Ontario and Teranet Land Information Services Inc. (Teranet). This partnership approach with a private sector partner was developed to implement automation and conversion of land titles across the province in the most cost effective and timely fashion possible.

COMPANIES AND PERSONAL PROPERTY SECURITY BRANCH

University Ctr
Suite 200, 393 University Ave
Toronto M5G 2M2
General Inquiry (416)314-8880
TTY (416)314-0843
Toll Free 1-800-361-3223 (Province-Wide)
Fax (416)314-4852
8:30 - 5:00 

Companies Branch registers **business names** of sole proprietorships, partnerships and **corporations**; authorizes creation of limited partnerships; incorporates business and not-for-profit entities and licenses foreign extra provincial corporations. Fourteen Land Registry Offices also accept select documents under the Ontario Business Corporation Act. The branch also maintains and operates the Public Record which is searched regularly by clients. Compliance to the legislation is monitored by the Compliance Section. Companies Branch has improved its customer service through private and public partnerships. Ontario Business Connects provides electronic **registration** for business names, and primary service providers OnCorp Direct Inc. and Cyberbahn Inc. provide searches electronically.

Services offered to the Public:

Business Name Registrations
Incorporation of Business/Non-Profit Corporations
Registration of a Limited Partnership
Searches

PERSONAL PROPERTY SECURITY REGISTRATION BRANCH

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)325-8847
(416)325-8810 (Public Office, 2nd Flr)
TTY (416)326-8866
Toll Free 1-800-267-8847 (Province-Wide)
TTY Toll Free 1-800-461-8866 (Province-Wide)
Fax (416)325-8501 (Technical Support)
Fax (416)325-0487 (Public Office)
Fax (416)325-0486 (Director's Office)
8:30 - 5:00 

The **Personal Property Security Registration** Branch administers the Personal Property Security Act and the Repair and Storage **Liens** Act and relevant computer systems. The registration system allows a person who loans money and takes personal property (e.g. a motor vehicle) as collateral for the **loan** to file notice of the security agreement. In addition, repairers and storers of goods who have returned the goods to the owners before being paid can also register notice of their non-possessory liens. Paper registrations and searches can be made in person or by mail, however, electronic registrations and searches are the primary means of access. Registrations and searches can be conducted in a number of Land Registry Offices.

Services offered to the Public:

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

Used Vehicle Information Package

MAILED-IN REGISTRATIONS AND INQUIRIES:**PERSONAL PROPERTY SECURITY REGISTRATION BRANCH**

PO Box 21100 Stn A


Toronto M5W 1W6

**PUBLIC OFFICE: PERSONAL PROPERTY
SECURITY REGISTRATION BRANCH**

University Ctr

2nd Flr, 393 University Ave

Toronto M5G 1E6

8:30 - 5:00 

RESOURCE MANAGEMENT AND PROGRAM SUPPORT OFFICE


University Ctr

3rd Flr, 393 University Ave

Toronto M5G 1E6

General Inquiry (416)314-4880

Fax (416)314-5111

8:30 - 5:00 

The Resource Management and Program Support Office provides administrative, financial, planning and policy support to the Registration Division and its operating branches.

BOOKBINDING CENTRE


Macdonald Block

Rm M1B 47A, 900 Bay St

Toronto M7A 1Y5

General Inquiry (416)325-8685

Fax (416)325-8689

8:00 - 4:15 

The Bookbinding Centre, Resource Management and Program Support Office, provides bookbinding services for Registration Division.

ONTARIO VITAL STATISTICS IMPROVEMENT PROJECT (ONVIP)

University Ctr

3rd Flr, 393 University Ave


Toronto M5G 1E6

General Inquiry (416)314-4892

General Inquiry (807)343-7338 (Thunder Bay)


Fax (416)212-6082

Fax (807)343-7669 (Thunder Bay)

8:30 - 5:00 

The Ontario Vital Statistics Improvement Project (ONVIP) is responsible for change management activities at the Office of the Registrar General (ORG). The project encompasses initiatives such as developing a new technological platform, redesigning the business process of the ORG and modernizing the legislative framework.

REGISTRAR GENERAL BRANCH


Ontario Government Bldg
3rd Flr, 189 Red River Rd
PO Box 4600
Thunder Bay P7B 6L8
General Inquiry (416)325-8305 (Toronto)
Toll Free 1-800-461-2156
Fax (807)343-7411 (Expedited Service)
Fax (807)343-7459 (Regular Service. Applications Only With Credit Card Payment.)
8:30 - 5:00 

The Registrar General Branch registers **births, deaths, marriages**, still-births, **adoptions** and changes of name occurring in Ontario. **Certificates**, searches or certified copies are available to qualified applicants upon payment of appropriate fees. **Statistics** relating to births, still-births, marriages and deaths are compiled annually and published in the "Office of the Registrar General Annual Report". Under the Marriage Act, persons authorized to solemnize marriages in Ontario are issued Certificates of **Registration**.

Services offered to the Public:

Certificates, Certified copies of vital event registrations
Change of name, amendments and corrections to registrations
Registration of Births, Deaths, Marriages, Stillbirths, Name Changes, Persons authorized to solemnize marriage
Statistical service

PUBLIC OFFICE: REGISTRAR GENERAL


Macdonald Block
Rm M2-49, 900 Bay St
Toronto M7A 1Y5
8:30 - 5:00 

The Public Office, Registrar General provides walk-in service only.

Services offered to the Public:

Certificates, Certified copies of vital event registrations

REAL PROPERTY REGISTRATION BRANCH

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4880
Fax (416)314-4878
8:30 - 5:00 

The **Real Property Registration** Branch manages and operates 54 **Land Registry Offices** throughout Ontario which register, store and manage **documents, deeds, mortgages** and plans of **survey**. Registration of real property is done under either the Land **Titles** system or the Registry system. All registered and deposited records are available to the public (for a fee) to search title or obtain information about the ownership of real property. The land registration records are being automated. Electronic search records in relation to various Land Registry Offices is available through Teranet Land Information Services, Teraview gateway system. Electronic registration via Teraview is available in many land registry offices in Ontario. You may call Teranet at 1-800-208-5263.

Services offered to the Public:*Province of Ontario Land Registration Information System**Real Property - Access to database, searches, etc.**Registration of Real Property under either Registry Act or Land Titles Act***REGIONAL OFFICES****EASTERN REGIONAL OFFICE**

Beechgrove Complex

51 Heakes Lane


Kingston K7M 9B1

General Inquiry (613)531-5599

Fax (905)372-4758 (Regional Surveyor,

Cobourg)

Fax (613)531-5598

8:30 - 5:00 **GTA REGIONAL OFFICE**


The Atrium on Bay

4th Flr, 20 Dundas St W

Toronto M5G 2C2

General Inquiry (416)314-4896

Fax (416)314-4899


8:30 - 5:00 **NORTHERN REGIONAL OFFICE**

Suite 302, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)564-4111

Fax (705)564-4354

8:30 - 5:00 **WESTERN REGIONAL OFFICE**


Courthouse

Unit J, 80 Dundas St

London N6A 6A7

General Inquiry (519)675-7767x3

Fax (519)675-7771


8:30 - 5:00 **BUSINESS IMPROVEMENT TEAM**

4th Flr, 20 Dundas St W

Toronto M5G 2C2

General Inquiry (416)314-4880

Fax (416)314-4899


8:30 - 5:00 

Real Property Registration, in conjunction with its private sector partner Teranet, introduced in January 1999 the electronic registration of land related documents. This multi-year project will implement electronic registration in 54 land registry offices across the province. This unit is responsible for defining user requirements, conducting testing, writing training and procedures manuals, conducting training, and providing client and staff support.

LAND REGISTRY OFFICES


Besides providing **land registration** and database search services, depending on the specific registry office, clients may obtain birth, death, marriage or certified copies of vital event **records**, **Personal Property Security** Registrations and inquiries, access to Ontario Business Connects workstations, or endorsement of a business corporation. The land registration records are being automated. Electronic search records in relation to various Land Registry Offices is available through Teranet Land **Information Services**, INCS Teraview system. You may call Teranet at 1-800-208-5263.

ALEXANDRIA LAND REGISTRY OFFICE (GLENGARRY #14)

63 Kenyon St W
 PO Box 668
 Alexandria K0C 1A0
 General Inquiry (613)525-1315
 Fax (613)525-0509
 8:30 - 5:00 

Alexandria Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Glengarry.

ALMONTE LAND REGISTRY OFFICE (LANARK #27)

2 Industrial Dr
 PO Box 1180
 Almonte K0A 1A0
 General Inquiry (613)256-1577
 Fax (613)256-0940
 8:30 - 5:00 

Almonte Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Lanark. The land registration records are fully automated. Electronic registration is mandatory. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and on-line access for registration purposes to Ontario Business Connects.

Services offered to the Public:


Ontario Business Connects

Province of Ontario Land Registration Information System

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

BARRIE LAND REGISTRY OFFICE (SIMCOE #51)

Courthouse
 114 Worsley St
 Barrie L4M 1M1
 General Inquiry (705)725-7232
 Fax (705)725-7246
 8:30 - 5:00 

Barrie Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Simcoe. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, online access for registration purposes to Ontario Business Connects, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:*Certificates, Certified copies of vital event registrations**Incorporation of Business/Non-Profit Corporations**Ontario Business Connects**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*


BELLEVILLE LAND REGISTRY OFFICE (HASTINGS #21)

15 Victoria Ave

Belleville K8N 1Z5

General Inquiry (613)968-4597

Fax (613)968-3606

8:30 - 5:00 

Belleville Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Hastings. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:*Certificates, Certified copies of vital event registrations**Ontario Business Connects**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*


BRACEBRIDGE LAND REGISTRY OFFICE (MUSKOKA #35)

15 Dominion St N

Bracebridge P1L 2E7

General Inquiry (705)645-4415


Fax (705)645-7826

8:30 - 5:00 

Bracebridge Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Muskoka district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:*Ontario Business Connects**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*

BRAMPTON LAND REGISTRY OFFICE (PEEL #43)


1st Flr, 7765 Hurontario St
Brampton L6W 4S8
General Inquiry (905)874-4008
Fax (905)874-4012
8:30 - 5:00 

Brampton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Peel. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, online access for registration purposes to Ontario Business Connects, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:

Certificates, Certified copies of vital event registrations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

BRANTFORD LAND REGISTRY OFFICE (BRANT #2)


Courthouse
80 Wellington St
Brantford N3T 2L9
General Inquiry (519)752-8321
Fax (519)752-0273
8:30 - 5:00 

Brantford Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Brant. Some of the land registration records are automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services; online access for registration purposes to Ontario Business Connects.

Services offered to the Public:

Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

BROCKVILLE LAND REGISTRY OFFICE (LEEDS #28)


7 King St W
Brockville K6V 3P7
General Inquiry (613)345-5751
Fax (613)345-7390
8:30 - 5:00 

Brockville Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Leeds. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:

Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

CAYUGA LAND REGISTRY OFFICE (HALDIMAND #18)


10 Echo St
PO Box 310
Cayuga N0A 1E0
General Inquiry (905)772-3531
Fax (905)772-0105
8:30 - 5:00 

Cayuga Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Haldimand. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:

Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

CHATHAM LAND REGISTRY OFFICE (KENT #24)

40 William St N
Chatham N7M 4L2
General Inquiry (519)352-5520
Fax (519)352-3222
8:30 - 5:00 

Chatham Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Kent. The land registration records are fully automated. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services. Access to electronically search automated records is available in this office.

Services offered to the Public:*Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*

COBOURG LAND REGISTRY OFFICE (NORTHUMBERLAND #39)


Fleming Bldg

Suite 105, 1005 Elgin St W

Cobourg K9A 5J4

General Inquiry (905)372-3813

Fax (905)372-4758

8:30 - 5:00 

Cobourg Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Northumberland. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:*Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*

COCHRANE LAND REGISTRY OFFICE (COCHRANE #6)

Courthouse


149 4th Ave

PO Box 580

Cochrane P0L 1C0

General Inquiry (705)272-5791


Fax (705)272-2951

8:30 - 5:00 

Cochrane Land Registry Office provides registration and client self serve search services under the Land Titles Act for the district of Cochrane. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:*Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*

CORNWALL LAND REGISTRY OFFICE (STORMONT #52)


127 Sydney St
Cornwall K6H 3H1
General Inquiry (613)932-4522
Fax (613)932-4524
8:30 - 5:00 

Cornwall Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Stormont. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:

Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

FORT FRANCES LAND REGISTRY OFFICE (RAINY RIVER #48)


353 Church St
Fort Frances P9A 1C9
General Inquiry (807)274-5451
Fax (807)274-1704
8:30 - 5:00 

Fort Frances Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the Rainy River district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services. The Land Registration records are being automated. Access to electronically search automated records is available in this office.

Services offered to the Public:

Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

GODERICH LAND REGISTRY OFFICE (HURON #22)

38 North St
Goderich N7A 2T4
General Inquiry (519)524-9562
Fax (519)524-2482
8:30 - 5:00 

Goderich Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Huron. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects. The Land Registration Records have been automated. Access to electronically search automated records is available in this office.

Services offered to the Public:*Ontario Business Connects**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*

GORE BAY LAND REGISTRY OFFICE (MANITOULIN #31)


Courthouse

27 Phipps St

Gore Bay POP 1H0

General Inquiry (705)282-2442

Fax (705)282-3245

8:30 - 5:00 

Gore Bay Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the district of Manitoulin Island. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:*Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*


GUELPH LAND REGISTRY OFFICE (WELLINGTON #61)

1 Stone Rd W

Guelph N1G 4Y2

General Inquiry (519)826-3372


Fax (519)826-3373

8:30 - 5:00 

Guelph Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Wellington. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:*Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*

HAILEYBURY LAND REGISTRY OFFICE (TIMISKAMING #54)


375 Main St
PO Box 159
Haileybury P0J 1K0
General Inquiry (705)672-3332
Fax (705)672-3906
8:30 - 5:00 

Haileybury Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Timiskaming district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:

Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

HAMILTON LAND REGISTRY OFFICE (WENTWORTH #62)


Ontario Government Bldg
4th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7561
Fax (905)521-7505
8:30 - 5:00 

Hamilton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Wentworth. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:

Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

HAWKESBURY LAND REGISTRY OFFICE (PRESCOTT #46)


179 Main St E
Hawkesbury K6A 1A1
General Inquiry (613)636-0314
Fax (613)636-0772
8:30 - 5:00 

Hawkesbury Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Prescott. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:

Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

KENORA LAND REGISTRY OFFICE (KENORA #23)


220 Main St S
Kenora P9N 1T2
General Inquiry (807)468-2794
Fax (807)468-2796
8:30 - 5:00 

Kenora Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the Kenora district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:

Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

KINGSTON LAND REGISTRY OFFICE (FRONTENAC #13)


1 Court St
Kingston K7L 2N4
General Inquiry (613)548-6767
Fax (613)548-6766
8:30 - 5:00 

Kingston Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Frontenac. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:

Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

KITCHENER LAND REGISTRY OFFICE (WATERLOO #58)


3rd Flr, 200 Frederick St
Kitchener N2H 6N9
General Inquiry (519)571-6043
Fax (519)571-6067
8:30 - 5:00 

Kitchener Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Waterloo. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, online access for registration purposes to Ontario Business Connects, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:

Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

LINDSAY LAND REGISTRY OFFICE (VICTORIA #57)


Provincial Court Bldg
440 Kent St W
Lindsay K9V 6G8
General Inquiry (705)324-4912
Fax (705)324-6290
8:30 - 5:00 

Lindsay Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Victoria. Walk-in clients can obtain the following Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:

Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

LONDON LAND REGISTRY OFFICE (MIDDLESEX #33)


Unit J, 80 Dundas St
London N6A 6A7
General Inquiry (519)675-7600
Fax (519)675-7611
8:30 - 5:00 

London Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Middlesex. The land registration records are fully automated. Electronic registration is available. Remote electronic searching and document submission is available via Teraview and on-site at the LRO. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:

Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

MILTON LAND REGISTRY OFFICE (HALTON #20)


491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-7287
Fax (905)876-8806
8:30 - 5:00 

Milton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Halton. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:

Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

MINDEN LAND REGISTRY OFFICE (HALIBURTON #19)


12 Newcastle St
PO Box 270
Minden K0M 2K0
General Inquiry (705)286-1391
Fax (705)286-4324
8:30 - 5:00 

Minden Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Haliburton. In addition, this office provides clerical services for the local court registrar, the court clerk of the provincial division, and the clerk of the small claims court.

Services offered to the Public:

Province of Ontario Land Registration Information System

MORRISBURG LAND REGISTRY OFFICE (DUNDAS #8)


8 Fifth St
PO Box 645
Morrisburg K0C 1X0
General Inquiry (613)543-2583
Fax (613)543-4541
8:30 - 5:00 

Morrisburg Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Dundas. Other services offered to the public; Province of Ontario Land Registration Information System.

Services offered to the Public:

Province of Ontario Land Registration Information System

NAPANEE LAND REGISTRY OFFICE (LENNOX #29)

Dale's Plaza
Unit 10, 2 Dairy Ave
Napanee K7R 3T1
General Inquiry (613)354-3751
Fax (613)354-1474
8:30 - 5:00 

Napanee Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Lennox. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:

Province of Ontario Land Registration Information System

Registration of security interests under Personal Property Security Act and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

NEWMARKET LAND REGISTRY OFFICE (YORK REGION #65)


Courthouse

1st Flr, 50 Eagle St W

Newmarket L3Y 6B1

General Inquiry (905)895-1561

Fax (905)895-6517

8:30 - 5:00 

Newmarket Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of York Region. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, online access for registration purposes to Ontario Business Connects and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:

Certificates, Certified copies of vital event registrations

Ontario Business Connects

Province of Ontario Land Registration Information System

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

NORTH BAY LAND REGISTRY OFFICE (NIPISSING #36)


Courthouse

360 Plouffe St

North Bay P1B 9L5

General Inquiry (705)474-2270

Fax (705)495-8511

8:30 - 5:00 

North Bay Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the Nipissing district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:


Certificates, Certified copies of vital event registrations

Province of Ontario Land Registration Information System

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

ORANGEVILLE LAND REGISTRY OFFICE (DUFFERIN #7)


County Courthouse
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-1481
Fax (519)941-6444
8:30 - 5:00 

Orangeville Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Dufferin. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:

Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Enquiry System

OTTAWA LAND REGISTRY OFFICE (OTTAWA-CARLETON #4)


Courthouse
4th Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1230
Fax (613)239-1422
8:30 - 5:00 

Ottawa Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Ottawa-Carleton. The land registration records are fully automated. Electronic registration is mandatory. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:

Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

OWEN SOUND LAND REGISTRY OFFICE (GREY #16)


East Court Plaza
Suites 1 & 2, 1555 16th St E
Owen Sound N4K 5N3
General Inquiry (519)376-1637
Fax (519)376-1639
8:30 - 5:00 

Owen Sound Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Grey. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:

Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

PARRY SOUND LAND REGISTRY OFFICE (PARRY SOUND #42)


28 Miller St
Parry Sound P2A 1T1
General Inquiry (705)746-5816
Fax (705)746-6517
8:30 - 5:00 

Parry Sound Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the district of Parry Sound. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:

Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

PEMBROKE LAND REGISTRY OFFICE (RENFREW #49)

400 Pembroke St E
Pembroke K8A 3K8
General Inquiry (613)732-8331
Fax (613)732-0297
8:30 - 5:00 

Pembroke Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Renfrew county. The land registration records are fully automated. Electronic registration is mandatory. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:*Ontario Business Connects**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*

PETERBOROUGH LAND REGISTRY OFFICE (PETERBOROUGH #45)

Robinson Pl South Tower


2nd Flr, 300 Water St

PO Box 7000

Peterborough K9J 8M5

General Inquiry (705)755-1342

Fax (705)755-1343

8:30 - 5:00 

Peterborough Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Peterborough. The land registration records are partially automated. Access to search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and certain Business Corporation Act transactions.

Services offered to the Public:*Incorporation of Business/Non-Profit Corporations**Ontario Business Connects**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*

PICTON LAND REGISTRY OFFICE (PRINCE EDWARD #47)


1 Pitt St

PO Box 1310

Picton K0K 2T0

General Inquiry (613)476-3219


Fax (613)476-7908

8:30 - 5:00 

Picton Land Registry Office provides registration and client self serve search services under the Registry Act for Prince Edward County. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:*Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System*

PRESCOTT LAND REGISTRY OFFICE (GRENVILLE #15)


499 Centre St
 PO Box 1660
 Prescott K0E 1T0
 General Inquiry (613)925-3177
 Fax (613)925-0302
 8:30 - 5:00 

Prescott Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Grenville.

Services offered to the Public:

Province of Ontario Land Registration Information System

RUSSELL LAND REGISTRY OFFICE (RUSSELL #50)


1122 Concession St
 PO Box 10
 Russell K4R 1C8
 General Inquiry (613)445-2138
 Fax (613)445-0614
 8:30 - 5:00 

Russell Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical township of Russell. The land registration records are fully automated. Electronic registration is mandatory. Access to electronically search automated records is available in this office.

Services offered to the Public:

Province of Ontario Land Registration Information System

SARNIA LAND REGISTRY OFFICE (LAMBTON #25)

Suite 102, 700 North Christina St
 Sarnia N7V 3C2
 General Inquiry (519)337-2393
 Fax (519)337-8371
 8:30 - 5:00 

Sarnia Land Registry Office provides registration and client self serve search services under the Registry Act for Lambton county. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations, certain Business Corporation Act transactions and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:

Incorporation of Business/Non-Profit Corporations


Ontario Business Connects

Province of Ontario Land Registration Information System

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

SAULT STE MARIE LAND REGISTRY OFFICE (ALGOMA #1)

420 Queen St E
PO Box 550
Sault Ste Marie P6A 5M8
General Inquiry (705)253-8887
Fax (705)253-9245
8:30 - 5:00 

Sault Ste Marie Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Algoma district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, online access for registration purposes to Ontario Business Connects, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:

Certificates, Certified copies of vital event registrations

Incorporation of Business


Ontario Business Connects

Province of Ontario Land Registration Information System

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

SIMCOE LAND REGISTRY OFFICE (NORFOLK #37)

Courthouse
2nd Flr, 530 Queensway W
PO Box 9
Simcoe N3Y 4K8
General Inquiry (519)426-2216
Fax (519)426-9627
8:30 - 5:00 

Simcoe Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Norfolk county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.


Services offered to the Public:

Province of Ontario Land Registration Information System

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

ST CATHARINES LAND REGISTRY OFFICE (NIAGARA N #30)


59 Church St
St Catharines L2R 3C3
General Inquiry (905)684-6351
Fax (905)684-5874
8:30 - 5:00 

St Catharines Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Niagara North. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, on line access for registration purposes to Ontario Business Connects, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:

Certificates, Certified copies of vital event registrations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

ST THOMAS LAND REGISTRY OFFICE (ELGIN #11)


Courthouse Block
4 Wellington St
St Thomas N5R 2P2
General Inquiry (519)631-3015
Fax (519)631-8182
8:30 - 5:00 

St Thomas Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Elgin county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:

Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security registration enquiry System

STRATFORD LAND REGISTRY OFFICE (PERTH #44)

5 Huron St
Stratford N5A 5S4
General Inquiry (519)271-3343
Fax (519)271-2550
8:30 - 5:00 

Stratford Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Perth county. The Land Registration Records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.


Services offered to the Public:*Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System***SUDBURY LAND REGISTRY OFFICE (SUDBURY #53)**

Suite 301, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)564-4300

Fax (705)564-4148

8:30 - 5:00 

Sudbury Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the Sudbury district. The land registration records are being automated. Access to electronically search automated records is available in this office: Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, online access for registration purposes to Ontario Business Connects, and intake functions for the Office of the Registrar General which is located in Thunder Bay.


Services offered to the Public:*Certificates, Certified copies of vital event registrations**Incorporation of Business/Non-Profit Corporations**Ontario Business Connects**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System***THUNDER BAY LAND REGISTRY OFFICE (THUNDER BAY #55)**

2nd Flr Suite 201, 189 Red River Rd

Thunder Bay P7B 1A2

General Inquiry (807)343-7436


Fax (807)343-7439

8:30 - 5:00 

Thunder Bay Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Thunder Bay district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporations Act transactions, and intake functions for the Office of the Registrar General which is located in Thunder Bay.

Services offered to the Public:*Certificates, Certified copies of vital event registrations**Incorporation of Business/Non-Profit Corporations**Ontario Business Connects**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System*

TORONTO LAND REGISTRY OFFICE


Atrium on Bay
4th Flr Suite 420, 20 Dundas St W
PO Box 117
Toronto M5G 2C2
General Inquiry (416)314-4430
Fax (416)314-4453
8:30 - 5:00 

Toronto Land Registry Office provides registration and client self serve search services under the Registry Act for properties registered under Land Titles for the geographical area of the new City of Toronto. The land registration records are being automated. Access to electronically search automated records is available in this office.

Services offered to the Public:

Province of Ontario Land Registration Information System

WALKERTON LAND REGISTRY OFFICE (BRUCE #3)

203 Cayley St
PO Box 1690
Walkerton N0G 2V0
General Inquiry (519)881-2259
Fax (519)881-2322
8:30 - 5:00 

Walkerton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Bruce county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:


Ontario Business Connects

Province of Ontario Land Registration Information System

Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act

Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

WELLAND LAND REGISTRY OFFICE (NIAGARA S #59)

200 Division St
Welland L3B 4A2
General Inquiry (905)735-4011
Fax (905)735-2430
8:30 - 5:00 

Welland Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Niagara South. The land registration records are being automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and online access for registration purposes to Ontario Business Connects.


Services offered to the Public:*Incorporation of Business/Non-Profit Corporations**Ontario Business Connects**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System***WHITBY LAND REGISTRY OFFICE (DURHAM #40)**

590 Rossland Rd E

Whitby L1N 9G5

General Inquiry (905)665-4007

Fax (905)665-5247

8:30 - 5:00 

Whitby Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Durham. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, online access for registration purposes to Ontario Business Connects, and intake functions for the Office of the Registrar General which is located in Thunder Bay.


Services offered to the Public:*Certificates, Certified copies of vital event registrations**Incorporation of Business/Non-Profit Corporations**Ontario Business Connects**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System***WINDSOR LAND REGISTRY OFFICE (ESSEX #12)**

Suite 100, 949 McDougall St

Windsor N9A 1L9

General Inquiry (519)971-9980

Fax (519)971-9937

8:30 - 5:00 

Windsor Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Essex county. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and intake functions for the Office of the Registrar General which is located in Thunder Bay.


Services offered to the Public:*Certificates, Certified copies of vital event registrations**Incorporation of Business/Non-Profit Corporations**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System***WOODSTOCK LAND REGISTRY OFFICE (OXFORD #41)**

75 Graham St

Woodstock N4S 6J8

General Inquiry (519)537-6287

Fax (519)537-3107

8:30 - 5:00 

Woodstock Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Oxford county. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:*Ontario Business Connects**Province of Ontario Land Registration Information System**Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act**Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System***TITLE AND SURVEY SERVICES OFFICE**

University Ctr

3rd Flr, 393 University Ave

Toronto M5G 1E6

General Inquiry (416)314-4882 (Toronto)

Fax (416)314-4878 (Toronto)


Fax (705)564-4354 (Sudbury)

Fax (705)755-1343 (Peterborough)

Fax (905)372-4758 (Cobourg)


Fax (905)874-4012 (Brampton)

Fax (519)675-7771 (London)

www.cbs.gov.on.ca8:30 - 5:00 


The Title and Survey Services Office of Registration Division is responsible for setting policy and standards for the registration of documents and plans in the **land** registration system for the Province of Ontario. The office also provides support to 55 Land Registry Offices and their clients for resolution of complex legal and survey issues arising from registration of documents and plans under the Acts administered by the Real Property Registration Branch. In addition, the section deals with survey issues and related applications, e.g., the Boundaries Act, First Application to Land Titles.

STRATEGIC CORPORATE SUPPORT DIVISION

Eaton Tower
34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8460
Fax (416)326-8461
8:30 - 5:00 


The Strategic Corporate Support Division is a service organization driven by corporate and ministry agendas. The Division works in partnership with clients and stakeholders to assist the ministry in achieving its objectives. Division responsibilities include business planning and resource management, modern controllership, decision support involving enterprise IT priorities and corporate reporting, finance administration, strategic HR leadership support and program evaluation and transformation toward strategic change, as well as HR service delivery, service management with ministry service providers and facilities management. The Assistant Deputy Minister also administers the implementation of, and compliance with, the Freedom of Information and Protection of Privacy Act, Ontarians with Disabilities Act and the French Language Services Act.

BUSINESS PLANNING AND FINANCIAL MANAGEMENT BRANCH

Eaton Tower
34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-0290
Fax (416)326-8979 (Financial Management)
Fax (416)326-8461 (Director)
8:30 - 5:00 


The Business Planning and Financial Management Branch focuses on three key areas: business planning, business analysis and consulting; modern controllership and provision of oversight and compliance functions; and decision support, which involves implementation of enterprise technology priorities and corporate reporting.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE

Eaton Tower
34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8463
Fax (416)326-8461
8:30 - 5:00 


The Freedom of Information and Protection of Privacy Office is responsible for the coordination, administration and implementation of the Freedom of Information and Protection of Privacy Act within the ministry and its affiliated agencies. The office responds to requests for information made under the Act; establishes and collects fees in accordance with the Act; provides advice and training to ministry staff on the requirements of the Act; monitors and recommends policies and procedures for collecting and releasing information; and ensures adherence to privacy provisions and other legislative requirements of the Act. The office also liaises with the Information and Privacy Commission regarding appeals, inquiries and investigations. A public reading room for the review of manuals and other information is open during regular office hours on the 34th Floor at 250 Yonge Street, Toronto, Ontario.

SERVICE MANAGEMENT AND SERVICE DELIVERY BRANCH

Eaton Tower
34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8891
Fax (416)326-8932
8:00 - 5:00 


The Service Management and Service Delivery Branch manages the relationship with internal service providers and is responsible for human resources services delivery, French Languages Services Act, Ontarians with Disabilities Act, facilities management and corporate services such as security, emergency management, and delivery of building services.

FACILITIES MANAGEMENT SERVICES

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8764
Fax (416)326-8776 


The Facilities Management Services section of the Service Management and Service Delivery Branch is responsible for planning and managing accommodation projects and telecommunication services. It also provides general services such as managing the delivery of building services, security, and emergency management.

HUMAN RESOURCES SERVICE DELIVERY

Eaton Tower
34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8891
Fax (416)326-8932
8:30 - 5:00 


The Human Resources Service Delivery section of the Service Management and Delivery Branch is responsible for the provision of labour relations, recruitment, job classification, WIN implementation and direct program administration.

SERVICE MANAGEMENT

Eaton Tower
34th Flr, 250 Yonge St
Toronto M5B 2N5
Fax (416)326-8979
8:00 - 5:00 


The Service Management section of Service Management and Service Delivery Branch is responsible for managing the relationship with internal service providers such as SSB, ORC, EBC/IT Cluster, Audit Cluster and external organizations. The unit also coordinates the Ministry's Employee Recognition Program as well as the Ministry's charity campaigns and a number of corporate initiatives.

STRATEGIC CHANGE BRANCH

Eaton Tower
34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-4174
Fax (416)326-3772
8:00 - 5:00 


Strategic Change Branch provides advice and assistance to senior management staff to support strategic change. Branch activities are related to leadership support (e.g. HR planning, leadership development, learning and development and HR support to change initiatives); Business Transformation (e.g. change management, internal communications and knowledge management); and Quality Assurance (quality improvement consulting, performance measurement process improvement, staff and customer feedbacks).

LEADERSHIP SUPPORT OFFICE

Eaton Tower
34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-2110
8:00 - 5:00 


The Leadership Support Office unit provides leadership support, including strategic HR planning, leadership development, learning and development and HR support to change initiatives.

PROGRAM EVALUATION AND TRANSFORMATION OFFICE

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8903
8:00 - 5:00 

The Business Transformation Office of the Strategic Change Branch evaluates and facilitates the transition to more effective service models, providing professional expertise in program evaluation, business redesign, change management, knowledge management and internal communications.


QUALITY ASSURANCE OFFICE

Eaton Tower
34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-4174
8:00 - 5:00 

The Quality Assurance Office assists ministry branches develop performance measures, undertakes customer service surveys and provides advice regarding quality assurance initiatives.

AGENCIES, BOARDS AND COMMISSIONS

ALCOHOL AND GAMING COMMISSION OF ONTARIO

Atrium on Bay
20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-8700
Toll Free 1-800-522-2876
www.agco.on.ca
8:30 - 5:00 


The **Alcohol** and **Gaming** Commission of Ontario (AGCO) is a regulatory body having jurisdiction over the Gaming Control Act, 1992, **Liquor Licence** Act and the **Wine** Content Act. Pursuant to these Acts, the AGCO licences and regulates charitable and **casino** gaming, **lottery** schemes, **bingos**, raffles, break open tickets as well as casino employees and suppliers of goods and services to casinos. Further, the AGCO licences and regulates the sale and service of liquor and liquor licenced premises and Special Occasion **Permit** events.

Services offered to the Public:


Gaming Control Act, 1992
Liquor Enforcement
Liquor Licences
Manufacturer's Licence
Manufacturer's Representative Licence
Order-in-Council 2688/93
Special Occasion Permit

REGIONAL OFFICES

BROCKVILLE DISTRICT OFFICE

Suite 204, 133 King St W
Brockville K6V 6Z1
General Inquiry (613)498-6222
Fax (613)498-1021
8:00 - 4:00 


LONDON DISTRICT OFFICE

Suite 201, 150 Dufferin Ave
London N6A 5N6
Toll Free 1-800-522-2876
Fax (519)675-7749
8:00 - 4:00 


NIAGARA DISTRICT OFFICE

The Acres House
4th Flr, 4342 Queen St
Niagara Falls L2E 7J7
Toll Free 1-800-522-2876
Fax (905)374-2631
8:30 - 5:00 


ORILLIA DISTRICT OFFICE

Cottage "C"
3rd Flr, 700 Memorial Ave
Orillia L3V 6H1
Toll Free 1-800-522-2876
Fax (705)329-6732
8:00 - 4:00 

OTTAWA DISTRICT OFFICE

Emerald Plaza
5th Flr Suite 500, 1547 Merivale Rd
Nepean K2G 4V3
General Inquiry (613)274-0000
Fax (613)274-0103
8:00 - 4:00 

SAULT STE MARIE DISTRICT OFFICE

The Queens Ctr
Suite 203, 477 Queen St E
Sault Ste Marie P6A 1Z5
General Inquiry (705)946-6552
Fax (705)946-6557
8:00 - 4:00 


SUDBURY DISTRICT OFFICE

Suite 1001, 199 Larch St

Sudbury P3E 5P9

Toll Free 1-800-522-2876

Fax (705)564-6898

8:00 - 4:00 **WINDSOR DISTRICT OFFICE**

4th Flr, 250 Windsor Ave

Windsor N9A 6V9

Toll Free 1-800-522-2876

Fax (519)258-7002

8:00 - 4:00


THUNDER BAY DISTRICT OFFICE

Suite 206, 189 Red River Rd

Thunder Bay P7B 1A2

General Inquiry (807)343-7527

Fax (807)343-7524

8:00 - 4:00 **TORONTO-HEAD OFFICE**


Atrium on Bay

8th Flr, 20 Dundas St W

Toronto M5G 2N6

General Inquiry (416)326-0330

Fax (416)326-0300

8:30 - 5:00 **LICENCE APPEAL TRIBUNAL**

CIBC Bldg

12th Flr, 1 St Clair Ave W

Toronto M4V 1K6


General Inquiry (416)314-4260

Toll Free 1-800-255-2214

Fax (416)314-4270

Fax (416)314-6307

Toll Free Fax 1-800-720-5292

8:15 - 4:30 

The **Licence Appeal** Tribunal is an adjudicative Tribunal, created on April 1, 2000 under the Licence Appeal Tribunal Act, 1999. The Tribunal provides a fair, efficient, impartial and independent means to appeal decisions concerning **compensation claims** and licensing activities regulated by the Ministry of Consumer and Business Services, the Ministry of Transportation, the Ministry of Children and Youth Services, the Ministry of Training, Colleges and Universities and the Ministry of Municipal Affairs and Housing.

Services offered to the Public:*Appeal Tribunal*

ONTARIO FILM REVIEW BOARD

1075 Millwood Rd

Toronto M4G 1X6

General Inquiry (416)314-3626

Fax (416)314-3632


www.ofrb.gov.on.ca

8:30 - 5:00

The Ontario **Film** Review Board is an independent agency of the Ministry of Consumer and Business Services. The board approves and classifies all films and videos for exhibition or distribution in Ontario. The board's mission statement is to reflect the diverse communities of Ontario by striving to reach consensus in the **classification** of films and videos, and to assist the public in making informed viewing decisions.

Services offered to the Public:*Approval and Classification of Films and Videos*

ONTARIO RACING COMMISSION

9th Flr, 20 Dundas St W
Toronto M5G 2C2
General Inquiry (416)327-0520
Fax (416)325-3478
8:30 - 5:00 

The Ontario **Racing** Commission (ORC) was established under the Racing Commission Act in 1950 to govern, direct, control and regulate horse racing in the province. The **ORC** licenses all race track operators, teletheatre locations and all racing participants. Rules of racing are developed and enforced by the ORC, which holds public **hearings** on any **appeals** or rulings issued by Commission Judges or Stewards officiating at races. The ORC also approves the dates a race track can operate. The ORC can be contacted to provide information regarding when and where racing is being conducted, **licensing** requirements and any general inquiries on the racing and breeding industry.

Services offered to the Public:

Information Services

Licence to Participate in Racing

ACTS

Alcohol and Gaming Regulation and Public Protection Act, 1996

Apportionment Act

Arthur Wishart Act (Franchise Disclosure), 2000

Assignments and Preferences Act

Athletics Control Act

Bailiffs Act

Boundaries Act

Business Corporations Act

Business Names Act

Business Practices Act

Business Regulation Reform Act, 1994

Cemeteries Act (Revised)

Certification of Titles Act

Change of Name Act

Collection Agencies Act

Condominium Act, 1998

Consumer Protection Act

Consumer Protection Bureau Act

Consumer Reporting Act

Corporations Act

Corporations Information Act

Debt Collectors Act

Discriminatory Business Practices Act

Electricity Act, 1998 - Part VIII

Electronic Registration Act

Extra-Provincial Corporations Act

Factors Act

Funeral Directors and Establishments Act

Gaming Control Act, 1992


Horse Riding Safety Act, 2001

Land Registration Reform Act

Land Titles Act

Licence Appeal Tribunal Act
Limited Partnerships Act
Loan Brokers Act
Marriage Act
Ministry of Consumer and Business Services Act
Motor Vehicle Dealers Act
Motor Vehicle Repair Act
Official Notices Publication Act
Ontario New Home Warranties Plan Act
Paperback and Periodical Distributors Act
Partnerships Act
Personal Property Security Act
Prepaid Services Act
Racing Commission Act, 2000
Real Estate and Business Brokers Act
Registry Act
Repair and Storage Liens Act
Residential Complex Sales Representation Act
Retail Business Holidays Act
Safety and Consumer Statutes Administration Act
Technical Standards and Safety Act, 2000
Theatres Act
Travel Industry Act
Vital Statistics Act
Vitners Quality Alliance Act, 1999


MINISTRY OF CULTURE

Whitney Block
Rm 4320, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)325-1660
Fax (416)325-1726
www.culture.gov.on.ca
8:30 - 5:00 

The Ministry of Culture is responsible for the development of policies and programs and the operation of programs related to arts, cultural industries, heritage sectors and public libraries in Ontario. It oversees program and financial liaison with the ministry's eleven cultural agencies and two library agencies.

DEPUTY MINISTER

COMMUNICATIONS BRANCH

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9326
Fax (416)325-5968 


Reporting to the Deputy Minister, the Communications Branch provides leadership in communicating the ministry's programs and policies related to its core businesses and to the government's corporate communications agenda. The branch supports the Minister, Deputy Minister and senior ministry staff in handling contentious issues, in responding to public inquiries, in evaluating and implementing communication plans. The branch also advises on, and organizes the Minister's, Parliamentary Assistant's and Deputy Minister's participation in public events. The media, the general public and the many Ontario businesses that depend on the tourism industry are also serviced by the Communications Branch through the publication of news releases, internet sites, and the hosting of special events and announcements related to the ministry's core businesses.

CORPORATE POLICY UNIT

Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-8292
Fax (416)325-8568
8:45 - 5:00


The Corporate Policy Unit provides the Ministers and Deputy Ministers with high-quality and timely policy advice on Cabinet, senior committee agendas and related business. The unit leads the review and analysis of Cabinet submissions, legislation and policy proposals initiated by other ministries to identify, evaluate and develop recommendations on potential impact on ministries' policies, programs and clients. The unit acts as the primary Ministry of Culture and Ministry of Tourism and Recreation contact with Cabinet Office on Cabinet agenda issues and works with the ministry staff to develop quality submissions that meet central agency requirements for policy and communications analysis. The unit liaises with other ministries and participates on inter-ministerial committees to represent the Ministry of Culture and the Ministry of Tourism and Recreation's policy positions.

INTERNAL AUDIT SERVICES

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6560
Fax (416)585-7377
8:30 - 4:45 


Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor in the Internal Audit Division.

CULTURE DIVISION

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7265
8:30 - 5:00 


The Culture Division is responsible for the development of policies and programs and the operation of programs related to the arts, cultural industries, heritage sectors and public libraries in Ontario. They oversee program and financial liaison with the ministry's eleven cultural agencies and two library agencies.

ARTS AND CULTURAL INDUSTRIES UNIT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7747
Fax (416)314-7091
9:00 - 5:00 


The **Arts** and **Cultural** Industries Unit develops and delivers policies, programs and initiatives aimed at strengthening Ontario's arts and cultural industries sectors. The unit also delivers a variety of programs including operating support for eligible Arts Service Organisations and assisting partnerships designed to increase self-sufficiency through the Cultural Strategic Investment Fund, and supporting special marketing initiatives as a part of a **tourism** recovery package through the Cultural Tourism Marketing Fund. Policy and program areas serve to advise and research many cultural areas, including book **publishing**, magazine publishing, sound recording, **film** and TV, digital media, arts, **theatre**, dance and literature, so that Ontario's creative community may continue to thrive and prosper.

CULTURE AGENCIES UNIT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-8717
Fax (416)314-7460
9:00 - 5:00 


The Culture Agencies Unit is responsible for fiscal, policy and program liaison with 12 agencies of the ministry. The agencies are: the Art Gallery of Ontario, McMichael Canadian Art Collection, Ontario Arts Council, Ontario Heritage Foundation, Ontario Media Development Corporation, Ontario Science Centre, Ontario Trillium Foundation, Royal Botanical Gardens, Royal Ontario Museum and Science North. The unit is also responsible for the accountability relationship with the Southern Ontario Library Service and the Ontario Library Service - North.

HERITAGE AND LIBRARIES BRANCH

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7358
Fax (416)212-1802
9:00 - 5:00 


The Heritage and Libraries Branch protects Ontario's heritage in order to maximize its contribution to the province's economic and social vitality and provides leadership to public libraries and library agencies to develop accessible, equitable and empowering information and library services for the people of Ontario.

HERITAGE OPERATIONS

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7155
General Inquiry (416)314-7148
Fax (416)314-7175
Fax (807)475-1297 (Thunder Bay)
Fax (519)675-7777 (London)
9:00 - 5:00 


The **Heritage** Operations Unit performs regulatory, planning and **educational** functions related to **archaeological** and **cultural** resource management. These functions are outlined in the Ontario Heritage Act, and support resources conservation under the Planning Act and **Environmental Assessment** Act and other pieces of legislation. The unit maintains a database of the 16,000 known archaeological sites in Ontario. Through the unit's head and regional offices, the unit assists communities and groups in identifying, conserving and managing **marine** and land-based archaeological resources, and provides technical assistance to projects that encourage education and training in archaeological **research** and resource conservation. Specialized advisory services and **funding** assistance is provided to a wide range of heritage groups including community **museums**, local historical societies and other heritage organizations. Archaeological licences are provided through this unit.

HERITAGE POLICY AND PROGRAM DEVELOPMENT

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7136
(416)314-7137 (Conservation Review Board)
Fax (416)314-7790
9:00 - 5:00 


Heritage Policy and Program Development unit advises other provincial ministries, municipalities, Municipal Heritage Committees, heritage organizations and the private sector on heritage **conservation** and planning, provides technical assistance on heritage conservation practices and techniques and develops policies and programs to promote heritage conservation in Ontario. The unit maintains a register of designated heritage properties and provides support to the Conservation Review Board, an agency of the Ministry of Culture.

LIBRARIES

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7620
Fax (416)314-7635
9:00 - 5:00 


The Libraries unit administers the Public Libraries Act, develops and evaluates provincial policies on **library** services, provides consultative support and administers grant and **pay equity** programs and the Public Library Service **Awards**. The unit partners with two agencies: the Ontario Library Service-North and the Southern Ontario Library Service, which deliver programs and services for the ministry.

REGIONAL AND CORPORATE SERVICES DIVISION

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7311
Fax (416)314-7313
8:30 - 4:45 


The Regional and Corporate Services Division provides legal, financial, human resources and administrative services and advice to Deputy Ministers and program divisions of the Ministry of Citizenship and Immigration, Ministry of Culture and Ministry of Tourism and Recreation as required, for the efficient operation of each ministry. It also provides regional support services to the ministries' program areas of tourism, culture, citizenship, seniors, women, and sport and recreation. This includes the coordination of specialized systems and technical support and the development and implementation of the ministries' management improvement initiatives. It executes a number of control functions and services as the ministries' liaison with Management Board of Cabinet.

CORPORATE RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6136
Fax (416)314-4968
8:30 - 4:45 

The Corporate Resources Branch provides advice on business and fiscal planning, accounting, modern controllership, facilities management, and related financial and administrative matters to the Ministry of Citizenship and Immigration, Ministry of Culture, and Ministry of Tourism and Recreation. The Facilities, Information and Records Management Unit is responsible for facilities and assets management, Freedom of Information/Protection of Privacy, print services, and records management. The Business and Fiscal Planning Unit is responsible for budget management, financial analysis and business planning. The Accounting and Controllership Unit is responsible for financial systems and reporting, modern controllership and service management.


FREEDOM OF INFORMATION/PROTECTION OF PRIVACY ACT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7094
Fax (416)314-7722
8:00 - 4:30 

The Freedom of Information/Protection of Privacy Unit administers the Freedom of Information and Protection of Privacy Act within the Ministry of Citizenship and Immigration, Ministry of


Culture and Ministry of Tourism and Recreation. Assistance to the public in locating certain records or processing requests is available from the Freedom of Information/Protection of Privacy Office. Services provided to the public include various bilingual publications such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation and brochures explaining the freedom of information and privacy legislation.

HUMAN RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6078
Fax (416)325-6371
8:30 - 4:45 


Human Resources Branch provides strategic consulting and human resource planning services to executive and line managers. It provides interpretation and advice on human resource policies and procedures, collective agreement administration, health and safety services, position classification, recruitment, organizational design, human resources planning and learning services, and French language services for the Ministry of Citizenship and Immigration, Ministry of Culture and Ministry of Tourism and Recreation. In addition, it coordinates the Ontario Works and Special Employment Program for the Ministries of Tourism and Recreation and Culture.

LEGAL SERVICES BRANCH

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7025
Fax (416)314-7038
9:00 - 5:00 

The Legal Services Branch provides strategic legal advice and services to the Ministry of Citizenship and Immigration, the Ministry of Culture, and the Ministry of Tourism and Recreation and certain of their agencies to assist them in meeting their business goals and corporate initiatives. Principal areas of law include commercial, corporate, real property, intellectual property, human rights, administrative and contract.

REGIONAL SERVICES BRANCH

3rd Flr Suite 300, 123 Edward St
Toronto M7A 2R9
General Inquiry (416)314-0738
TTY (416)314-6687
TTY Toll Free 1-800-855-0511
Fax (416)314-6686
8:30 - 5:00 

Regional Services Branch provides value-added consulting and delivery services to program areas of the Ministry of Citizenship and Immigration, Ministry of Culture and Ministry of Tourism and Recreation.

CENTRAL AREA

5th Flr, 180 Dundas St W
Toronto M7A 2R9
General Inquiry (416)314-6044
Toll Free 1-877-395-4105
Fax (416)314-2024
8:30 - 5:00

DURHAM REGION

Robinson Pl South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2624
Toll Free 1-800-461-7629
Fax (705)755-2631
8:30 - 4:45

HAMILTON OFFICE

14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)704-3950
Toll Free 1-877-395-4105
Fax (905)521-7398
8:30 - 4:45

NORTHERN AREA

Suite 334, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1683
Toll Free 1-800-465-6861
Fax (807)475-1297
8:30 - 4:45

DRYDEN OFFICE

Ontario Government Bldg
479 Government Rd
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-8682
Toll Free 1-800-525-8785
Fax (807)223-8502
8:30 - 4:45

KENORA OFFICE

810 Robertson St
Kenora P9N 4J4
General Inquiry (807)468-2450
Toll Free 1-800-465-1108
Fax (807)468-2788
8:30 - 4:45

NORTH BAY OFFICE

447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)494-4182
Toll Free 1-800-461-9563
Fax (705)494-4069
8:30 - 4:45

MIDHURST OFFICE

2284 Nursery Rd
Midhurst L0L 1X0
Toll Free 1-877-395-4105
Fax (705)739-6697
8:30 - 4:45

ST CATHARINES OFFICE

9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3950
Toll Free 1-800-263-2441
Fax (905)704-3955
8:30 - 4:45

SAULT STE MARIE OFFICE

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5885
Toll Free 1-800-461-7284 (Within
Area Code 705)
Fax (705)945-5931
8:30 - 4:45


SIOUX LOOKOUT OFFICE

62 Queen St
PO Box 267
Sioux Lookout P9T 1A3
General Inquiry (807)737-1018
Toll Free 1-800-529-6619
Fax (807)737-3419
8:30 - 4:45


SUDBURY OFFICE

Ontario Government Bldg
Suite 401, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3035
Toll Free 1-800-461-4004
Fax (705)564-3043
8:30 - 4:45

THUNDER BAY OFFICE

Suite 334, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1683
Toll Free 1-800-465-6861
Fax (807)475-1297
8:30 - 4:45 

TIMMINS OFFICE

Ontario Government Complex
Hwy 101 E
PO Box 3085
South Porcupine P0N 1H0
General Inquiry (705)235-1550
Toll Free 1-800-305-4442
Fax (705)351-1553
8:30 - 4:45 


SOUTHEAST AREA

1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
General Inquiry (613)742-3360
Toll Free 1-800-267-9340
Fax (613)742-5300
8:30 - 4:45


BRACEBRIDGE OFFICE

15 Dominion St
Bracebridge P1L 2E7
General Inquiry (705)646-0641
Toll Free 1-800-360-1304
Fax (705)646-0544


HUNTSVILLE OFFICE

207 Main St W
Huntsville P1H 1Z9
General Inquiry (705)789-4448
Fax (705)789-9533
8:30 - 4:45 


KINGSTON OFFICE

Ontario Government Bldg
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5580
Toll Free 1-800-293-7543
Fax (613)531-5585
8:30 - 4:45 


SOUTHWEST AREA

Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:30 


KITCHENER OFFICE

4th Flr Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:30 


OTTAWA OFFICE

1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
General Inquiry (613)742-3360
Toll Free 1-800-267-9340
Fax (613)742-5300
8:30 - 4:45 

PETERBOROUGH OFFICE

South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2624
Toll Free 1-800-461-7629 (Within
Area Code 705 only)
Fax (705)552-2631
8:30 - 4:45 

LONDON OFFICE

2nd Flr, 659 Exeter Rd
London N6E 1L3
Toll Free 1-800-265-4730
Fax (519)873-4061
8:30 - 4:30 

MARKDALE OFFICE


181 Toronto St S

PO Box 496

Markdale N0C 1H0

Toll Free 1-800-265-5520

Fax (519)986-3014


8:30 - 4:30 **WINDSOR OFFICE**

221 Mill St

Windsor N9C 2R1

Toll Free 1-800-265-1330

Fax (519)973-1414


8:30 - 4:45 **TECHNOLOGY AND BUSINESS SOLUTIONS BRANCH (MCL/MCI/MTR)**

2nd Flr, 400 University Ave

Toronto M7A 2R9

General Inquiry (416)325-6296

Fax (416)325-6388

8:30 - 5:00 

The Technology and Business Solutions Branch is responsible for the planning and implementation of information technology to meet business requirements of the Ministries of: Citizenship and Immigration (including Women's Directorate and Seniors' Secretariat); Tourism and Recreation; and Culture. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; client consultation to identify opportunities where technology will assist client business activities in multiple locations; technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network. Under administrative agreements, the branch also provides information and information technology services and support to the Office of Francophone Affairs and the Ontario Human Rights Commission.

AGENCIES, BOARDS AND COMMISSIONS**ART GALLERY OF ONTARIO**

317 Dundas St W

Toronto M5T 1G4


General Inquiry (416)977-0414

(416)979-6660 (Automated Switchboard)

(416)979-6648 (Automated Information)


Fax (416)979-6646

Fax (416)979-6669 (Director's Office)

www.ago.net9:00 - 5:00 


The **Art** Gallery of Ontario (AGO) has a permanent collection of more than 36,000 works representing Canadian, international, **historical**, modern and contemporary art, including the largest international public collection of works by Henry Moore. Visitors may also tour The Grange, a restored historic house adjoining the gallery. The AGO offers a variety of activities such as **tours**, lectures, performances and films, as well as **educational** programs for all ages. The gallery operates an outreach program which includes travelling **exhibitions** and artists' workshops to communities throughout Ontario and Canada. Other services provided by the AGO include activity centres (e.g. Hands-On), resource centres (e.g., art reference **library**, print and drawing centre), restaurant, retail shop and art rental and sales.

CONSERVATION REVIEW BOARD

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7137
Fax (416)314-7175
9:00 - 5:00 


The **Conservation** Review Board holds **hearings**, at the request of a municipality, if owners object to municipal designation of cultural heritage property. The board reports its findings and recommendations to the municipal council. Hearings are also held for **appeals** on objections to the Minister's designation of **archaeological** or historic sites or on the Minister's refusal of archaeological **licences**.

MCMICHAEL CANADIAN ART COLLECTION

10365 Islington Ave
Kleinburg L0J 1C0
General Inquiry (905)893-1121
Fax (905)893-2588
www.mcmichael.com
8:30 - 4:30 


The McMichael Canadian **Art** Collection houses one of the most important collections of Canadian art in the world with a focus on the Group of Seven and their contemporaries. From the initial gift by Robert and Signe McMichael in 1965 of 200 art works, a log and fieldstone building and 10 acres of land, the McMichael Canadian Collection has expanded to over 6,000 works and 100 acres of land. It remains the only major art **museum** in Canada devoted exclusively to Canadian art.

ONTARIO ARTS COUNCIL

5th Flr, 151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)961-1660
Toll Free 1-800-387-0058
Fax (416)961-7796
www.arts.on.ca
9:00 - 5:00 


The Ontario **Arts** Council (OAC) is an arm's-length agency of the Ontario Ministry of Culture that supports professional artists and arts organizations in Ontario through granting programs, awards and services. Since its establishment in 1963, OAC has played a vital role in promoting and assisting the development of the arts and artists for the enjoyment and benefit of all Ontarians.

ONTARIO ARTS COUNCIL FOUNDATION

5th Flr, 151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)969-7413
Fax (416)921-8763
www.arts.on.ca
9:00 - 5:00 


The Ontario **Arts** Council Foundation is a public charitable foundation which administers private funds given to support the arts. Income on these funds is disbursed each year in the form of **awards** and scholarships. The Ontario Arts Council Foundation also administers the \$50-million Arts Endowment Fund Program (AEF). The AEF is a program of the Government of Ontario, through the Ministry of Culture.

ONTARIO CULTURAL ATTRACTIONS FUND

5th Flr, 151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)969-7421
Fax (416)921-8763
www.ocaf.on.ca
9:00 - 5:00 


The Ontario **Cultural** Attractions Fund is a program of the Ministry of Culture administered by the Ontario Cultural Attractions Fund. The \$20 million dollar fund helps arts, cultural and heritage organizations to develop, promote and present new cultural attractions by bringing new visitors to communities across Ontario.

ONTARIO HERITAGE FOUNDATION

3rd Flr, 10 Adelaide St E
Toronto M5C 1J3
General Inquiry (416)325-5000
Fax (416)325-5071
www.heritagefdn.on.ca
8:30 - 5:00 

The Ontario **Heritage** Foundation (OHF) is dedicated to preserving, protecting and promoting Ontario's heritage for people to enjoy now and for others to experience in the future. The OHF manages and, in some cases, restores provincially significant historic buildings and their related artifact and **archaeological** collections; provides public access and interpretive programs at its properties; negotiates and monitors **conservation** easement agreements with owners of both **historical** buildings and natural heritage sites. The OHF encourages efforts to preserve and promote Ontario's heritage through community programs, including Doors Open Ontario, Young Heritage Leaders and the Heritage Community Recognition Program. The Provincial Historical Plaques Program, which commemorates historically significant people, places, events, sites and structures, is administered by the OHF, along with the local marking program. Through natural heritage programs, the Foundation protects significant sites.

ONTARIO LIBRARY SERVICE - NORTH

334 Regent St
Sudbury P3C 4E2
General Inquiry (705)675-6467
Toll Free 1-800-461-6348 (Interloan Requests Service)
Toll Free 1-800-663-7226 (Tele-Reference Service)
Fax (705)675-2285
Toll Free Fax 1-800-563-0561 (Tele-Reference Service)
Toll Free Fax 1-800-398-8890 (Interloan Requests Service)
www.olsn.ca
8:30 - 4:30 

Ontario **Library** Service-North is an agency of the ministry, and one of two Ontario Library Service Boards. The mandate of Ontario Library Service-North is to increase cooperation among public libraries and facilitate the development of local services. Services include resource-sharing networks, inter-library loan, coordinated telecommunications, planning and coordination, materials delivery and cooperative collection development. Ontario Library Service-North also provides consultation and technical assistance, **First Nations** library services, regional development clusters of libraries, trustee development, seminars and workshops.

KIRKLAND LAKE

11 Station Rd S

Kirkland Lake P2N 3H2

General Inquiry (705)567-3341

Fax (705)567-9410

8:30 - 4:30


THUNDER BAY

946B Cobalt Cres

Thunder Bay P7B 5W3

General Inquiry (807)683-1670

Fax (807)344-0075

8:30 - 4:30 **ONTARIO MEDIA DEVELOPMENT CORPORATION**

South Tower


Suite 501, 175 Bloor St E

Toronto M4W 3R8

General Inquiry (416)314-6858

Fax (416)314-6876

www.omdc.on.ca

9:00 - 5:30 

The Ontario Media Development Corporation (OMDC) promotes strategic business partnerships among the cultural media industries, including **film** and **television** production, book and magazine **publishing**, **music** and interactive digital media.


INDUSTRY DEVELOPMENT GROUP

South Tower

Suite 501, 175 Bloor St E

Toronto M4W 3R8

General Inquiry (416)314-6858

Fax (416)314-6876 

The Industry Development Group develops business skills in all sectors and encourages companies to exploit **export** marketing opportunities. The group promotes Ontario as a jurisdiction in which to invest and do business.


TAX CREDITS AND FINANCING PROGRAMS GROUP

South Tower

Suite 501, 175 Bloor St E

Toronto M4W 3R8

General Inquiry (416)314-6858

Fax (416)314-6876 

The Tax Credits and Financing Programs Group co-administers, with the Ministry of Finance, the Ontario government's film, television, digital interactive media, **music** and book **publishing** tax credit programs. Business Innovation Group develops business skills in all of the sectors. Marketing Group encourages Ontario cultural media companies to exploit export marketing opportunities and promoting Ontario as a jurisdiction in which to invest and do business. Corporate Affairs Group oversees corporate communications, research, industry advisory committees, the Ontario Media Development Corporation Conference and operating support to the Toronto International **Film** Festival Group and the Canadian Film Centre.

ONTARIO SCIENCE CENTRE

770 Don Mills Rd

Toronto M3C 1T3

General Inquiry (416)696-1000

Fax (416)696-3167 (International Sales)


Fax (416)696-3124 (Mailroom)

Fax (416)696-3241 (Facility Services)

Fax (416)696-3135 (Director General)


Fax (416)696-3106 (Facility Services)

Fax (416)696-3161 (Marketing)

Fax (416)696-3189 (Exhibit Operations)
 Fax (416)696-3181 (Research & Planning)
 Fax (416)696-3197 (Science Education)
 Fax (416)696-3166 (Visitor Admission)
 Fax (416)696-3115 (Design)
www.osc.on.ca 

The Ontario **Science** Centre opens minds to science and **technology** by creating interactive exhibits, demonstrations and programs that excite curiosity, inspire insight and motivate learning. Everyday, staff hosts demonstrate the wonders of science - in electricity (a hair-raising experience), papermaking, chemistry, a starlab, a foundry and seasonal nature walks. Entertaining scientific fun is explored in more than 800 exhibits within 13 exhibition halls. New **exhibitions** including the Attractions Canada award winning, **TIMESCAPE: Unearthing the Mysteries of Time** provide powerful hands-on encounters with cutting-edge technology. The Shoppers Drug Mart OMNIMAX **Theatre** thrills the senses with daily screenings. One of the top ten domed theatres in the world, the OMNIMAX Theatre wraps 24 metres of image and 13,000 watts of sound around the viewer.

ONTARIO TRILLIUM FOUNDATION

5th Flr, 45 Charles St E
 Toronto M4Y 1S2
 General Inquiry (416)963-4927
 (416)963-7905 (TTY/TDD)
 Toll Free 1-800-263-2887
 Fax (416)963-8781
www.trilliumfoundation.org
 8:30 - 5:00 

The Ontario Trillium Foundation, an agency of the Ministry of Culture, is one of Canada's leading grant-making foundations and receives \$100 million annually from the government's charity casino initiative. Ontario Trillium Foundation **grants** are provided to eligible not-for-profit and **charitable** organizations in the areas of arts and culture, sports and recreation, human and social services, and the environment. The Foundation builds healthy and vibrant communities by strengthening the capacity of the voluntary sector through investments in community-based initiatives in two granting programs: Community and Province-Wide. The Community Program is overseen by local volunteers who work in regional Grant Review Teams, reviewing applications and recommending projects for funding. The Foundation's volunteer Board of Directors oversees the approval of applications to the Province-Wide program and provides final approval for grants in both programs.


ROYAL BOTANICAL GARDENS

680 Plains Rd W
 Burlington L7T 4H4
 General Inquiry (905)527-1158
 (905)527-1158x513 (Pappus Editor)
 (905)527-1158x229 (Membership Sales & Information/Memorials/Gifts-In-Kind)
 (905)527-1158x290 (Corporate Support, Sponsorships)
 (905)527-1158x270 (Public/Education Programs Registration)
 (905)577-7771 (RBG Auxiliary)
 (905)527-1158x291 (Group Tour Bookings)
 (905)527-1158x276 (Nature Interpretive Centre)
 (905)529-2920x302 (Gardens' Café)
 (905)527-5577x224 (Gardens' Shop)
 (905)527-1158x246 (Library)
 (905)527-1158x223 (Festivals/Events Information Hotline - Summer)
 (905)527-1158x273 (Facility Rentals)
 Toll Free 1-800-694-4769 (Garden Information Service)

Fax (905)527-8734 (CEO's Office)

Fax (905)577-0375 (General Fax)

www.rbg.ca

9:00 - 5:00 

The Royal Botanical **Gardens** (RBG) is a major scientific and **research** institution located in the Hamilton/Burlington area. In its 2,700 acres, it encompasses formal outdoor gardens, areas of natural **heritage** significance such as Cootes Paradise, and a Mediterranean Greenhouse featuring exotic flowers and trees. **Tours** and educational programs are offered providing a wide variety of learning experiences in botanical studies, **horticulture**, natural history, and **arts** and crafts. Other public services include a **library** specializing in botany and ornamental horticulture in Ontario, gift shop and dining facilities open year-round.

ROYAL ONTARIO MUSEUM

100 Queen's Park

Toronto M5S 2C6

General Inquiry (416)586-5549

TTY (416)586-5550

Fax (416)586-8022 (Marketing Communications)

Fax (416)586-5685 (Board of Trustees)

Fax (416)586-5703 (Membership)


Fax (416)586-5863 (Central)

Fax (416)586-5827 (Human Resources)

Fax (416)586-5649 (ROM Foundation)

Fax (416)586-5685 (Director & Chief Operating Officer)

Fax (416)586-8044 (Vice-Presidents)

www.rom.on.ca 


The Royal Ontario **Museum** (ROM) is the largest museum in Canada, with a collection of over six million artifacts and specimens representing arts, archaeology and natural **science**. Among many highlights, its Chinese collection is one of the finest in the world. The ROM offers a variety of activities such as special **exhibitions**, guided **tours**, performances, lectures and films, as well as **educational** programs for all ages. Extensive outreach services feature travelling exhibits, school programs and resource packages, and a speakers' bureau. Other services include specialized **libraries**, gift shops and a café. The museum is open to the public Monday through Sunday 10:00 a.m. - 6:00 p.m. and also during Christmas and March Break school holidays. The museum offers Free Friday Nights, 4:30 - 9:30 p.m. and discounted student/seniors admissions.

ROM FOUNDATION

100 Queen's Park

Toronto M5S 2C6

General Inquiry (416)586-5660

Fax (416)586-5649 

The ROM Foundation was incorporated as a separate legal entity by the Province of Ontario in 1992. It is governed by an independent Board of Directors. The ROM Foundation coordinates all private sector fundraising to enhance the **museum's** programs, collections and research and to ensure the stability and growth of the museum's endowments.

SCIENCE NORTH

100 Ramsey Lake Rd

Sudbury P3E 5S9


General Inquiry (705)522-3701 (extension 0)

Fax (705)522-1283 (Exhibit)

Fax (705)522-4954 (Administration)

Fax (705)522-8551 (CEO's Office)

www.sciencenorth.ca

8:30 - 5:00 

Science North provides a stimulating bilingual learning program involving people in the relationships between science, **technology** and everyday life, with particular emphasis on the northern environment. It presents participatory exhibits and **educational** science programs through its three floors of interactive activities. Science North attractions include a science centre, including a Special Exhibits Hall, IMAX **film** theatre, Virtual Voyages-Motion Simulator, and the F. Jean MacLeod Butterfly Gallery. School groups participate extensively in the many programs available year-round at Science North. Other services, open daily year-round, include a rock cavern theatre for 3D-films, object theatres, gift shop and dining facilities. Dynamic Earth, an earth science interactive centre that includes an underground tour opened on April 17, 2003 as Science North's newest attraction.

SOUTHERN ONTARIO LIBRARY SERVICE


Suite 601, 151 Bloor St W

Toronto M5S 1T6

General Inquiry (416)961-1669

Toll Free 1-800-387-5765

Fax (416)961-5122

www.sols.org 

Southern Ontario **Library** Service is an agency of the ministry, and one of two Ontario Library Service Boards. The mandate of Southern Ontario Library Service is to increase cooperation among public libraries and facilitate the development of local services. Services include resource-sharing networks, inter-library loan, coordinated telecommunications, planning and coordination, materials delivery and cooperative collection-development. Southern Ontario Library Service also provides consultation and technical assistance, **First Nations** library services, regional development clusters of libraries, trustee development, seminars and workshops.

ACTS

Art Gallery of Ontario Act

Arts Council Act

Celebration of Portuguese Heritage Act, 2001

Centennial Centre of Science and Technology Act

Foreign Cultural Objects Immunity from Seizure Act

George R. Gardiner Museum of Ceramic Art Act

German Pioneers Day Act, 2000

Hummingbird Performing Arts Centre Corporation Act, 1998

McMichael Canadian Act Collection Act

Ministry of Citizenship and Culture Act in so far as it relates to activities and programs respecting culture

Ontario Heritage Act

Public Libraries Act

Royal Botanical Gardens Act, 1989

Royal Ontario Museum Act

Science North Act

South Asian Heritage Act, 2001

Tartan Act, 2000

United Empire Loyalists' Day Act, 1997

MINISTER RESPONSIBLE FOR DEMOCRATIC RENEWAL


11th Flr, 720 Bay St

Toronto M5G 2K1

General Inquiry (416)326-2220

Fax (416)326-4016

www.attorneygeneral.jus.gov.on.ca/english/drs/

8:30 - 5:00 

The Democratic Renewal Secretariat supports the Minister Responsible for Democratic Renewal. It is responsible for policy development, coordination, and implementation of initiatives in support of democratic renewal, which includes: ensuring that more people, particularly young people, vote during elections, get engaged in their communities, and participate in the political process; having an open debate on improvements to our electoral process, leading to a referendum on electoral reform; engaging a Citizens' Jury to make recommendations on how we fund political campaigns so that money has less influence on politics; encouraging more transparency and openness in how and where tax dollars are spent by ensuring that the public interest, rather than private interests, are front and centre in decisions; and developing legislation for fixed election dates in Ontario.

THE DEPUTY MINISTER RESPONSIBLE FOR DEMOCRATIC RENEWAL


COMMUNICATIONS UNIT

5th Flr, 720 Bay St

Toronto M5G 2K1

General Inquiry (416)326-2220

Fax (416)314-9714

8:30 - 5:00 

The Communications Unit provides communications expertise, services, and advice. The Unit supports the Secretariat's core businesses and goals through the delivery of strategic and effective communications, and assists with all government communications related to democratic renewal.


POLICY UNIT

5th Flr, 720 Bay St

Toronto M5G 2K1

General Inquiry (416)326-2220

Fax (416)314-9714

8:30 - 5:00 

The Policy Unit provides policy advice and policy development, coordination, and implementation on democratic renewal issues. The Unit leads or assists in developing policies that: improve how **elections** work and make elections more fair; enhance transparency and accountability to ensure decisions reflect the public rather than the private interest; reform how the **Legislature** functions; and encourage citizen engagement with the political process and broader community.

ACTS

Election Act

Election Finances Act

Legislative Assembly Act

Representation Act

MINISTRY OF ECONOMIC DEVELOPMENT AND TRADE

Hearst Block
8th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6666
Fax (416)325-6688
www.ontariocanada.com
8:30 - 5:00 

The Ministry of Economic Development and Trade (MEDT) provides leadership in promoting Ontario's economic growth and competitiveness by: supporting commercialization efforts to bring innovative ideas to market; supporting sector competitiveness and clusters; pursuing increased investment in Ontario; facilitating opportunities to boost Ontario exports; encouraging science and technology research and innovation activities; managing alcohol and gaming policy and overseeing the Liquor Control Board of Ontario and Ontario Lottery and Gaming Commission; and providing advice and support services to small and medium sized businesses in Ontario.


DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Hearst Block
8th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6666
Toll Free 1-866-668-4240 (1-866-ONT-4BIZ)
Fax (416)325-6688
www.ontariocanada.com
8:30 - 5:00 

The Communications Branch provides a wide range of communication services on behalf of the ministry to clients, stakeholders and the general public. It provides advice and support to help the Premier, Minister, senior management, staff and ministry clients achieve objectives of economic development, job growth and innovation. The branch consists of four units. Corporate Marketing and Communications Services develops communication plans, prepares speeches, news releases and publications (print and electronic) on ministry activities and initiatives, and is responsible for media relations and the ministry's internal and external web presence. The Issues Management Unit deals with contentious issues. The Editorial and Financial Services Unit handles public enquiries, correspondence and finances for the branch. The fourth unit, Corporate Events, coordinates domestic tours and special events for the ministry.

ECONOMICS AND BUSINESS CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-9400
Fax (416)326-9424
8:30 - 5:00 

The Economics and Business Cluster is responsible for providing information and information technology services to the ministries of Consumer and Business Services; Economic Development and Trade; Labour and Energy. The Cluster's mission is two-fold: to provide timely and cost effective support to its client ministries in helping them to promote e-business and e-government

as a means of enhancing government service; and, secondly to further the Ontario government's overall I&IT strategy. This is achieved by providing the following services: business solutions; architecture and planning; application development and production support; and information technology operations and client support.

EBC STAFF - HEARST BLOCK OPERATION

Hearst Block


3rd Flr, 900 Bay St

Toronto M7A 2E1

General Inquiry (416)326-9400

(416)212-6000 (EBC Technology Service Desk)

Fax (416)325-6635

8:30 - 5:00 


The IT Cluster supports and assists the ministry's staff by planning, implementing and maintaining cost-effective, high quality information, technology and business improvement solutions that align with business strategies, priorities and objectives. IT coordinates the development of the ministry's information technology strategic plan, the development and maintenance of corporate applications/databases, the technology infrastructure, and provides information technology training and access to external databases.

INTERNAL AUDIT SERVICES

18th Flr, 56 Wellesley St W

Toronto M7A 2E7

General Inquiry (416)326-1703

Fax (416)326-1712 

Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal Audit Services are provided under the direction of the Chief Internal Auditor in the Internal Audit Division


LEGAL SERVICES BRANCH

5th Flr, 56 Wellesley St W

Toronto M7A 2E7


General Inquiry (416)326-1018

Fax (416)326-1021

8:30 - 5:00 


Legal Services Branch is responsible for providing a full range of legal services to the ministry and its agencies including: providing strategic legal advice to the Minister, Deputy Minister, agency heads and senior officials on programs and activities; assuming responsibility for managing all litigation, court and tribunal proceedings in which the ministry has an interest; negotiating and drafting agreements, instruments and other documents necessary for the effective and prudent delivery of ministry initiatives; maintaining and amending legislation and regulations for which the Minister is responsible.

COMPETITIVENESS AND BUSINESS DEVELOPMENT DIVISION

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6964
Fax (416)325-2102
8:30 - 5:00 


The Division contributes to a positive climate that supports economic growth and job creation by fostering innovation and business development; managing sector and business cluster relationships; promoting the removal of barriers to business, including addressing business infrastructure gaps; and providing information and advice on business issues and economic development and trade policy.

BUSINESS CLUSTER POLICY SECRETARIAT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)212-0727
Fax (416)212-0795
8:30 - 5:00 


Business Cluster Policy Secretariat leads, facilitates and supports collaborative working relationships among Cluster ministries to deliver government commitments and public policy initiatives and to ensure a horizontal, integrated policy environment.

ECONOMIC DEVELOPMENT STRATEGY BRANCH

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
Fax (416)325-6825
8:30 - 5:00 


The mandate of the Economic Development Strategy Branch is to support economic development, job creation, improved competitiveness and business formation in Ontario by providing economic analysis and research, program development and implementation, and by providing policy development and coordination within the ministry and with other ministries.

CABINET OFFICE LIAISON AND POLICY SUPPORT UNIT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
Fax (416)325-6825
8:30 - 5:00 


The Cabinet Office Liaison and Policy Support Unit coordinates economic development initiatives through the Ministry of Economic Development and Trade and government approval processes. The unit provides advice on economic development perspectives that the Minister can bring to government's decision-making processes.

CORPORATE INFORMATION MANAGEMENT UNIT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6626
Fax (416)325-6825
8:30 - 5:00 


The mandate of the Corporate Information Management unit is to provide leadership in the strategic management of the ministry's corporate information resources including client/stakeholder directories; InfoSource (library) services; Records Management services; and Freedom of Information.

ECONOMIC DEVELOPMENT ANALYSIS UNIT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
Fax (416)325-6825
8:30 - 5:00 


The Economic Development Analysis Unit provides competitiveness and economic development intelligence and analysis to branches in the ministry and to other Government of Ontario ministries and agencies.

POLICY DEVELOPMENT AND PROGRAM SUPPORT UNIT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
Fax (416)325-6825
8:30 - 5:00 


The Policy Development and Program Support Unit monitors and analyses economic conditions, and contributes to the development and implementation of policies and programs in a variety of areas, including access to capital by small- and medium-sized firms and the Ontario Immigrant Investor Corporation.

RED TAPE SECRETARIAT

4th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-5621
Fax (416)325-3732
www.redtape.gov.on.ca
8:30 - 5:00 


The Secretariat, part of the Ministry of Economic Development and Trade, will provide assistance to the new small business agency being created to replace the previous Red Tape Commission. The new agency will be devoted to meeting the needs of small business. It will help reduce the bureaucratic workload for small business and provide access to information for small business to learn about the laws, rules and regulations that apply to their business.

SECTOR COMPETITIVENESS BRANCH

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9629
Fax (416)325-6885
Fax (416)325-6534
8:30 - 5:00 


The mandate of the Sector Competitiveness Branch is to strengthen the competitiveness of sectors in Ontario. This branch is the principal contact for the ministry's relationship and policy roles with a number of key sectors including automotive; aerospace; advanced materials; chemicals; fuel cells; plastics; machinery; tool, die and mould; steel; metal casting; industrial, commercial and institutional construction; residential construction; architecture, design and consulting engineering; retail; business and professional services. As part of sector competitiveness, the Strategic Skills Investment Unit also reports to this branch.

STRATEGIC SKILLS INVESTMENT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6867
Fax (416)314-7014
8:00 - 5:00 


The Strategic Skills Investment unit delivers the Strategic Skills Investment Program and provides analysis and advice on related issues within the Ministry of Economic Development and Trade.

TRADE AND INTERNATIONAL POLICY BRANCH

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6933
Fax (416)325-6949
8:30 - 5:00 


The **Trade** and International Policy Branch performs five basic functions: works with the federal government, other provincial governments and industry to negotiate trade and **investment** agreements which remove barriers to business development and improve market access; provides advice on the implications of trade and investment agreements and trade law for both private and public interests; tracks trade and investment issues in order to provide early warning of problems and to avoid disruptions and disputes; provides strategic and legal support to the government and industry in managing trade disputes involving the province; and plays a federal-provincial and international relations role, both on trade issues and broader economic developmental concerns. Branch work relates to both international and internal (interprovincial) trade and investment issues.

URBAN ECONOMIC DEVELOPMENT BRANCH

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6114
Fax (416)325-2102
<http://www.ontariocanada.com/ued>
8:30 - 5:00 


The Urban **Economic** Development Branch works to build stronger regional economies in Ontario's large urban centres by: partnering with community and business leaders on regional economic development strategies, innovative economic development projects and the removal of barriers to economic development, including addressing infrastructure gaps; promoting and assisting more innovative, effective and efficient economic development organizations; providing advice on urban/regional economic development and competitiveness issues; and facilitating stakeholder relationships with the broader economic development community across Ontario.

CORPORATE AND FIELD SERVICES DIVISION

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6486
Fax (416)325-6392
8:30 - 5:00 


The Corporate and Field Services Division leads and coordinates the ministry's corporate administrative support services, including human resources and facilities services, business planning and finance, information technology systems, aboriginal affairs and audit services. Corporate and Field Services provides administrative services to the Ministry of Intergovernmental Affairs. The division coordinates ministry participation in government-wide administrative initiatives and projects; is responsible for the ministry's network of regional offices in Eastern, Central and Southwestern parts of the province in addition to a network of Small Business Enterprise Centres and Business Self-Help Offices. Through these offices, staff provide a continuum of business development services to the business community, from start-up companies to growth-oriented firms, in order to promote growth and job creation. The division manages the accountability relationship between the Ministry, the Liquor Control Board of Ontario and the Ontario Lottery and Gaming Corporation.

BUSINESS PLANNING AND FINANCE BRANCH

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6421
Fax (416)327-4239
8:30 - 5:00 


The Business Planning and Finance Branch provides strategic advice and support to the Ministry of Economic Development and Trade on the management of ministry resources and program development through the coordination of business planning, performance measurements, financial planning and coordination of Management Board approvals. The branch also provides corporate accounting services to the Ministry of Economic Development and Trade and the Ministry of Intergovernmental Affairs. These services include advice and training on controllership, development of ministry financial and procurement policies, maintenance of the ministry chart of accounts and the coordination of corporate financial reporting. Financial accounting and purchasing services are provided to the ministries by the Shared Services Bureau.

**BUSINESS TRANSFORMATION AND ORGANIZATIONAL DEVELOPMENT
BRANCH**

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6638
Fax (416)325-6392
8:00 - 5:00 


The Business Transformation and Organizational Development Branch is responsible for quality and service management; relationships and initiative, including information technology; human resources strategies and initiatives; and support for key business transformation initiatives.

CORPORATE INITIATIVES GROUP

Hearst Block
3rd Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6608
Fax (416)325-6715
8:30 - 5:00 


The Corporate Initiatives Group is responsible for the development and implementation of the Ministry's Human Resources Plan, which includes the HR strategies and achievements including responsibility for the administration of the Workforce Information Network (WIN) for the Ministry of Economic Development and Trade and the Ministry of Intergovernmental Affairs.

QUALITY AND SERVICE MANAGEMENT


Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)212-5177
Fax (416)325-6392
8:30 - 5:00 

The Quality and Services Management Unit leads and coordinates the implementation of the Ministry Quality Plan, and provides service management for a range of business support services including those provided by the Shared Services Bureau and the Economics and Business IT Cluster.

ENTREPRENEURSHIP AND FIELD SERVICES BRANCH


5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)327-9221
Fax (416)325-6538
<http://www.ontariocanada.com>
8:30 - 5:00 

ENTREPRENEURSHIP

5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)325-6541
Fax (416)325-6538
www.ontariocanada.com
8:30 - 5:00 


The **Entrepreneurship** section of the Entrepreneurship and Field Services Branch assists new entrepreneurs in the evaluation and process of **business** start-up and support of early stage growth. It also promotes entrepreneurial skills, qualities and opportunities to Ontario's youth. This section is responsible for the Small Business Enterprise Centres established in partnership with municipalities across Ontario and the implementation of other entrepreneurship programs.

FIELD OFFICES


5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)327-9221
Fax (416)325-6538
<http://www.ontariocanada.com> 


Field Services, through its business advisers located in offices across Southern Ontario, provides information, advice and services to Ontario growth oriented small and medium sized businesses. Field Services also works with local economic development stakeholders to identify and address barriers to growth for these businesses.


CENTRAL REGION OFFICE

DOWNSVIEW
Central Bldg
3rd Flr Suite 314, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4278
Fax (416)235-4338
8:30 - 5:00 


HAMILTON OFFICE
Ellen Fairclough Bldg
14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7784
Fax (905)521-7398
8:30 - 5:00 


MIDHURST OFFICE
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)739-5860
Fax (705)739-8901
8:30 - 5:00 


ST CATHARINES OFFICE
Garden City Tower
9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3941
Fax (905)704-3955
8:30 - 5:00 

WHITBY OFFICE
590 Rossland Rd E
Whitby L1N 9G5
General Inquiry (905)665-4040
Fax (905)665-4042
8:30 - 5:00 


EASTERN REGION


KINGSTON OFFICE
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5594
Fax (613)531-5598
8:30 - 5:00 


OTTAWA OFFICE
Suite 810, 180 Elgin St
Ottawa K2P 2K3
General Inquiry (613)241-3841x222
Fax (613)241-2545
8:30 - 5:00 

PETERBOROUGH OFFICE
South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-5984
Fax (705)755-2631
8:30 - 5:00 

SOUTHWESTERN REGION

KITCHENER OFFICE
Suite 906, 30 Duke St W
Kitchener N2H 3W5
General Inquiry (519)571-6077
Toll Free 1-800-265-2428
Fax (519)571-6104
8:30 - 5:00 

WINDSOR OFFICE
221 Mill St
Windsor N9C 2R1
General Inquiry (519)252-3475
Toll Free 1-800-265-1345
Fax (519)973-1378
8:30 - 5:00 


LONDON OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4480
Toll Free 1-800-265-4743
Fax (519)873-4488
8:30 - 5:00 

GAMING POLICY AND AGENCY LIAISON, LCBO AND OLGC BRANCH

4th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-2731
Fax (416)212-4941


The Gaming Policy and Agency Liaison, LCBO and OLGC Branch ensures the corporate accountability of the LCBO and OLGC to the Ministry. It is responsible for the development and implementation of provincial gaming policy and legislation and provides input into alcohol policy and legislation.

HUMAN RESOURCES AND FACILITIES SERVICES

Hearst Block
3rd Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6605
TTY (416)325-6707
Fax (416)325-6715
8:30 - 5:00 


Human Resources and Facilities Services Branch plays a leadership role in ensuring customer-focused strategic and tactical advice and services in organizational design, job design and evaluation, recruitment, compensation and benefits, career counselling and transition, performance management, education, training and personal development, employee relations, health and safety, equal opportunity, WDHP, WSIB, executive services (SMG), accommodation, facilities and telecommunications.

INNOVATION AND BUSINESS DEVELOPMENT BRANCH

5th Flr, 56 Wellesley St W
Toronto M7A 2E4
General Inquiry (416)325-6740
Fax (416)325-6757
www.ontariocanada.com
www.wisdomexchange.ca
8:30 - 5:00 

The Innovation and **Business** Development Branch leverages private and public sector resources to encourage the growth and success of Ontario's Leading Growth Firms. The Branch organizes the Wisdom Exchange forum, and researches and publishes the Leading Growth Firm Series of CEO reports.

THE DEVELOPMENT CORPORATIONS OF ONTARIO

5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-1069
Toll Free 1-800-463-7875
Fax (416)326-1113
Fax (416)326-1073
8:00 - 5:00 

The mandate of the Development Corporations of Ontario is to manage the wind-down of a portfolio of term loans, guarantees and investments.

EXPORT DEVELOPMENT DIVISION/ONTARIO EXPORTS INC

7th Flr, 56 Wellesley St W
Toronto M7A 2E4
General Inquiry (416)314-8200
Toll Free 1-877-468-7233 (1-877-46TRADE)
Fax (416)314-8222
www.ontarioexportsinc.com
8:30 - 5:00 

As the province's **export** development agency, Ontario Exports Inc. (OEI) helps Ontario firms begin to export or to expand into new export markets and can assist foreign buyers to find Ontario suppliers for their requirements. OEI accomplishes this by helping Ontario exporters (particularly small and medium-sized enterprises) find new customers and compete globally; providing one-on-one consultation, export advice, counselling, market research and advocacy; partnering with export related public and private sector agencies and organizations; organizing seminars and workshops; showcasing Ontario's products and services at home and abroad; celebrating Ontario companies' export success through programs such as the Ontario Global **Traders** Awards. The agency is registered to the ISO 9001:2000 standard.

INTERNATIONAL (LATIN AMERICA, CENTRAL AND EASTERN EUROPE, MIDDLE EAST, AFRICA AND ASIA)

7th Flr, 56 Wellesley St W
Toronto M7A 2E4
General Inquiry (416)314-8200
Toll Free 1-877-468-7233 (1-877-46TRADE Ontario Only)
Fax (416)325-2766
www.ontarioexportsinc.com
8:30 - 5:00 

International (Latin America, Central and Eastern Europe, Middle East, Africa and Asia) Branch assists Ontario **businesses** enter and expand their international sales into Latin America, Central and Eastern Europe, Japan, Australia, Middle East, Africa and Asia. The unit delivers a number of programs and services, such as seminars and workshops, that help Ontario firms evaluate their **export** readiness to expand their international export potential. Other services include one-on-one consultation, export advice and counselling; and providing market information

INTERNATIONAL (UNITED STATES AND EUROPEAN UNION)

7th Flr, 56 Wellesley St W


Toronto M7A 2E4

General Inquiry (416)314-8200

Toll Free 1-877-468-7233 (1-877-46TRADE Ontario Only)

Fax (416)325-6509

www.ontarioexportsinc.com

8:30 - 5:00 

International (United States and European Union) Branch assists Ontario **businesses** enter and expand their international sales into the United States and the European Union. The unit delivers a number of programs and services that help Ontario firms evaluate their **export** readiness and expand their international export potential. These include seminars; one-on-one consultation; export advice and counselling; providing market information and sourcing Ontario suppliers for international buyers.

INTERNATIONAL MARKETING CENTRES

7th Flr, 56 Wellesley St W

Toronto M7A 2E4

General Inquiry (416)325-5361

Fax (416)212-1101

As part of its Global Strategy, the Ministry of Economic Development and Trade (MEDT) has opened international marketing centres co-located in Canadian consulates general in New York City and Shanghai and in the consulate in Munich. The general objective of each centre is to increase the awareness of the many business opportunities Ontario has to offer. This is achieved in a number of ways, including corporate calls to encourage investment, assistance to Ontario exporters at various events, and the establishment of contacts with local government and the media. MEDT's International Marketing Centres also lend support to other Ontario ministries with international interests, for example, in the areas of transportation, agriculture, culture and education.

MARKETING AND PLANNING

5th Flr & 7th Flr, 56 Wellesley St W


Toronto M7A 2E4

General Inquiry (416)314-8200

Toll Free 1-877-468-7233 (1-877-46TRADE Ontario Only)


Fax (416)325-6509

www.ontarioexportsinc.com

8:30 - 5:00 

The Marketing and Planning Branch has two units. The Marketing unit provides marketing and communications support to the division, including direct marketing, advertising, public and media relations and publications. The Marketing unit also manages Virtual **Trade** Missions (VTMs) and the Ontario Global Traders **Awards** program, which recognizes Ontario companies' export success. The Planning and Corporate Services unit provides budget, planning and technology services, including the website. It is also responsible for OEI's Quality Management System supported by registration to the ISO9001:2000 standard.

INVESTMENT DIVISION

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-9802
Fax (416)325-5617
8:30 - 5:00 

The objective of the Investment Division is to market Ontario to the world as a preferred location for North American investment. It carries out its mandate by providing investment services to new and existing investors; by developing and executing investment marketing campaigns; and by administering business immigration programs and providing establishment services to attract and help settle business immigrants.

FEDERAL/PROVINCIAL RELATIONS (FRO)

Suite 810, 180 Elgin St
Ottawa K2P 2K3
General Inquiry (613)241-3841
Fax (613)241-2545


The FRO supports the Ministry's investment attraction and expansion efforts by providing timely intelligence and advice on aspects of the federal agenda affecting the business climate.

INVESTMENT BRANCH

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-8547
Fax (416)325-6799
8:30 - 5:00 

The Investment Branch provides investment services to foreign investors considering Ontario as an investment location and to companies already located in Ontario. Its mandate is to secure new and expanded investment through the provision of investment services to prospective investors and to promote the expansion of existing investment through the provision of investment and business services to multinational enterprises. The branch directs the activities of the Ontario Investment Service, which provides an investment presentation centre and Web site. The Business Immigration Unit works to attract business immigrants and provides corporate immigration services.


BUSINESS IMMIGRATION

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6777
Fax (416)325-6653
www.2ontario.com
8:30 - 5:00 

The **Business** Immigration section encourages international business people to immigrate and invest their entrepreneurial expertise, technical skills and **investment** capital in Ontario's economy through the Business Immigration Program. The section helps business **immigrants** by providing information to assist them in both personal and business establishment. The section hosts information seminars every Tuesday on the Business Immigration Program and hosts "Doing Business in Ontario" seminars in various languages throughout the year. The section also offers corporate immigration services to help both Ontario and multinational companies with business


needs that relate directly to immigration, such as the transfer of senior executives or skilled personnel into the province from abroad.

INTERNATIONAL INVESTMENT SERVICES

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6833
Fax (416)325-6814
8:30 - 5:00 


The **International Investment** Services section provides a comprehensive investor assistance service for international investors involved in **manufacturing** and tradable services. Services include timely, client-specific information on Ontario's **business** climate, **regulations**, costs, markets, labour (skills availability and cost), infrastructure, lifestyle, information on government programs and services. The section also provides site selection assistance and **municipal** and site-specific approvals expediting.

KEY INVESTMENT ACCOUNT PROGRAM

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9662
Fax (416)325-6799
8:30 - 5:00 


The Key **Investment** Account Program is a client outreach and servicing program for approximately 1,000 of the province's largest domestic and multinational corporations. The objective of the program is to promote and secure investment retention and expansion by ensuring clients are aware of Ontario's competitive advantages and government programs to encourage investment. Companies serviced are typically 200 employees or larger.

ONTARIO INVESTMENT SERVICE

BCE Pl Canada Trust Tower
Suite 4040, 161 Bay St
PO Box 706
Toronto M5J 2S1
General Inquiry (416)360-4647
Toll Free 1-800-819-8701 (North America Inquiry Line)
Toll Free 1-800-46 - 68 27 46 (Outside North America Inquiry Line 800-4-ONTARIO)
Fax (416)360-1817
www.2ontario.com
8:30 - 5:00 


The Ontario **Investment** Service provides information and presentation services to support attraction, retention and expansion of investment in Ontario. The Web site information covers a wide range of facts of interest to investors such as **economic** indicators, demographics, inter-jurisdictional competitiveness comparisons, community descriptions and quality of life. Located in the heart of the Toronto business core, the presentation centre includes a 40-seat multimedia theatre and three conference rooms.

INVESTMENT MARKETING AND SALES BRANCH

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-0423
Fax (416)325-6375
8:30 - 5:00 


The Investment Marketing and Sales Branch directs the development, delivery and support of image and investment marketing strategies for the province. The branch directs the development and implementation of annual plans for advertising, media relations, direct mail, promotional materials and research activities to promote Ontario as a premier location for investment. Additionally, the branch is responsible for the generation of investment leads in the five target markets.

INTERNATIONAL INVESTMENT SALES

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-0078
Fax (416)325-6375
8:30 - 5:00 


The **International Investment** Sales section is responsible for the Market Ontario investment and lead generation activities in all international markets, excluding the US. The majority of the investment lead generation activities are conducted through corporate call programs executed by in-market sales representatives and Market Ontario staff.

INVESTMENT MARKETING SECTION

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-3763
Fax (416)325-6375
8:30 - 5:00 


The Investment Marketing Section coordinates the development and implementation of marketing plans, research, media relations, direct mail, and **advertising** in support of Market Ontario.

US INVESTMENT SALES

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-5597
Fax (416)325-6869
8:30 - 5:00 


The US **Investment** Sales section is responsible for the Market Ontario investment lead generation activities in the United States. The majority of the investment lead generation activities are conducted through corporate call programs executed by in-market sales consultants and Market Ontario staff.

SCIENCE AND TECHNOLOGY DIVISION

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-1163
Fax (416)314-4344
8:30 - 5:00 


The Science and **Technology** Division implements policies and programs that build strong and sustainable **research** and development clusters in Ontario. The Division focuses on four strategic directions: sustaining research capability in Ontario's world class research institutions; attracting and developing talent; accelerating knowledge exchange to support commercialization; expanding connectivity and building networks of regions and organizations.

FINANCE UNIT

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-1163
Fax (416)314-4344
8:30 - 5:00 


The Finance Unit provides finance and evaluation support to the division.

INFORMATION AND COMMUNICATIONS TECHNOLOGIES BRANCH

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-9643
Fax (416)326-9654
8:30 - 5:00 


The Information and **Communications** Technologies (ICT) Branch is responsible for programs that support broadband networks, broadband applications and enhanced broadband capacity, and for strategic issues with respect to the ICT industry and the use of new technologies in the broader public sector and community.

LIFE SCIENCES AND TECHNOLOGIES BRANCH

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-2525
Fax (416)314-0680
8:30 - 5:00 

The Life **Sciences** and Technologies Branch (LSTB) has responsibility for the life sciences industry including pharmaceutical, medical devices, **biotechnology** and bioproducts. LSTB develops and implements policy and programs to support cluster development, research and development funding for cancer, technology transfer and commercialization and regional innovation networks to support entrepreneurs, SMEs and multi-nationals.

RESEARCH, TECHNOLOGY AND INNOVATION BRANCH

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-8206
Fax (416)314-8224
8:30 - 5:00 

The **Research, Technology** and Innovation Branch advances **science** and technology in Ontario through programs that build and support research capacity and commercialization; that support the attraction and retention of research talent and that support science and technology awareness with a focus on youth; foster liaison across “science ministries” and other stakeholder groups, including relations with other provinces and the federal government.

AGENCIES, BOARDS AND COMMISSIONS

LIQUOR CONTROL BOARD OF ONTARIO


55 Lakeshore Blvd E
Toronto M5E 1A4
Toll Free 1-800-668-5226
www.lcbo.ca

The **Liquor** Control Board controls the production, importation, distribution and sale of **alcoholic** beverages in Ontario.

Services offered to the Public:

IMAGE Books
LCBO Brand List With Vendor and Agent Names
LCBO List of Consignment Agents
LCBO Ontario Agent List
LCBO People Places Numbers
LCBO Store Name and Address Directory

ONTARIO LOTTERY AND GAMING CORPORATION

Roberta Bondar Pl
Suite 800, 70 Foster Dr
Sault Ste Marie P6A 6V2
General Inquiry (416)224-1772 (Toronto)
General Inquiry (705)946-6464 (Sault Ste Marie)
Toll Free 1-800-387-0098 (Consumer Inquiries)
TTY Toll Free 1-800-563-5357
Fax (416)224-7000 (Toronto)
Fax (705)946-6600 (Sault Ste Marie)
www.olg.ca
8:45 - 5:00 

The Ontario **Lottery** and **Gaming** Commission (OLGC) is a quality provider of attractive, controlled gaming, engaging our employees and related organizations in serving Ontario's citizens and tourists in a socially responsible manner, and creating profits for charities and governmental projects in accordance with government policy and direction. The OLGC reports to the Ministry of Economic Development and Trade. As a general enterprise, the OLGC is responsible for province-wide lottery games; charity and **aboriginal** casinos; slot machine facilities at racetracks; and commercial casinos.

ACTS

- Development Corporations Act
- IDEA Corporation Act
- Liquor Control Act
- Liquor Licence Act
- Ministry of Industry, Trade and Technology Act
- Research Foundation Act
- Telephone Act
- Wine Content Act and Labelling Act, 2000


MINISTRY OF EDUCATION

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2929
Toll Free 1-800-387-5514 (Outside 416 Area Code)
TTY Toll Free 1-800-263-2892
Fax (416)325-6348
www.edu.gov.on.ca
8:00 - 5:00 

The Ministry of Education administers the system of publicly funded elementary and secondary school education in Ontario, in accordance with the directions set by the provincial government. The ministry also provides education services to students at schools for the blind, the deaf and the deafblind. The Minister of Education, through the ministry, issues curricula; sets requirements for student diplomas and certificates; and provides funding to school boards for academic instruction and for building and maintaining schools. The minister may also set policy for student assessment, which is then carried out by the Education Quality and Accountability Office (EQAO). The EQAO gives the minister advice on assessment policy, and issues reports on the results of its assessments.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH


Mowat Block
14th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2929
Toll Free 1-800-387-5514 (Outside 416 Area Code).
TTY Toll Free 1-800-263-2892
Fax (416)325-2934
www.edu.gov.on.ca 

The Communications Branch provides strategic communications advice and support to the Minister and Deputy Minister of the Ministries of Education and Training, Colleges and Universities. It works with senior personnel in each ministry to identify, develop and implement a variety of corporate communications programs for the education and training sectors, and the public. Services include media relations; issues management; answering telephone inquiries from the public; publishing curriculum and teaching resources for educators and trainers; writing and producing a variety of public information materials; managing preparation of ministry correspondence; coordinating events; coordinating advertising; and managing the ministry Web site.

Services offered to the Public:

Public Inquiries


CORPORATE MANAGEMENT AND SERVICES DIVISION

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2772
Fax (416)325-2778
8:00 - 5:00 

The Corporate Management and Services Division is responsible for the administration of the ministry's financial and material resources; for the provision of administrative, financial, audit and library services; for the provision of legal services in support of ministry programs, policies and


legislation; for the administration, development and support of the ministry human resources; and for the overall corporate planning of the ministry. The division is also responsible for administering the Workplace Discrimination and Harassment Prevention policy within the ministry, and for ensuring compliance to the French Language Services Act and the Freedom of Information and Protection (FOI) Act.

BUSINESS PLANNING AND EXPENDITURE MANAGEMENT BRANCH

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835
8:30 - 5:00 


The Director's Office oversees the delivery on the objectives of the various units in the branch. It also provides direct strategic advice and guidance to senior management of the ministries.

BRIAN FLEMING RESEARCH AND LEARNING LIBRARY UNIT

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2652
Fax (416)325-4235
9:00 - 5:00 


Brian Fleming Research and Learning **Library** holds the ministries' specialized print and electronic collections, focusing on K-12, postsecondary and training. Library staff conducts personalized research, arranges inter-library loans, and purchases documents, reports, books and journal articles for the library collection in support of the ministries' research needs.

BUSINESS PLANNING AND FINANCIAL UNIT

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835 


Business Planning and Financial Unit provides advisory/consultative support to branches in the development of business plans and management board submissions, focusing on the "business case" and the fiscal and financial plan. It advocates ministry financial proposals to Central Agencies, primarily Management Board Secretariat. The unit also develops Operating and Capital Quarterly Reports to identify in-year and future-year pressures and savings.

EXPENDITURE MANAGEMENT AND CONTROL UNIT

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835
8:00 - 5:00 


Expenditure Management and Control provides financial stewardship of the ministry's financial assets by: ensuring expenditure management controls are in place; managing the Public Accounts reporting process; promoting/supporting Transfer Payment accountability; providing financial reporting on ministry programs; and providing financial training.

FACILITIES MANAGEMENT SERVICES UNIT

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)327-9151
8:30 - 5:00 


Facilities Management Services provides accommodation services to ensure an efficient and safe work environment. Services include: office design/renovation; building maintenance coordination; security; emergency management and security planning; fleet management; shipping and receiving; 3R: Reuse, Recycle and Reduce.

QUALITY IMPROVEMENT AND PERFORMANCE MANAGEMENT UNIT

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835 


Quality Improvement and Performance Management Unit provides advisory/consultative support to branches in the development of business plans and management board submissions, focusing on performance measurement and risk management. It supports branches in implementing accountability and agency accountability, environmental scanning, operational planning, program evaluation and quality improvement, including customer satisfaction initiatives.

SERVICE MANAGEMENT UNIT

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835 


Service Management Unit provides advice, coordination and facilitates the business support service relationship between the learning ministries and the Shared Services Bureau. It leads and administers the Delegation of Authority Framework.

HUMAN RESOURCES BRANCH

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9002
Fax (416)327-9043
8:30 - 5:00 

The Human Resources Branch provides leadership and advice in strategic human resources planning, the development of human resources policies and procedures, organization design and development, Youth Strategies classification, staffing, labour relations, workplace health and safety, employment transition and training development.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY


Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-0070
Fax (416)327-1912
8:00 - 5:30 

The Freedom of Information and Protection of Privacy (FOIPP) unit is responsible for compliance with the Freedom of Information and Protection of Privacy Act by the Ministry of Education and the Ministry of Training, Colleges and Universities. This unit responds to requests for information made under the Act. It monitors and makes recommendations on the ministry's policies and procedures with respect to access and privacy matters.

Services offered to the Public:


Access to Information

HR CONSULTING SERVICES UNIT

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9014
Fax (416)326-2856
8:30 - 5:00 


HR Consulting Services Unit provides services in the following areas: staffing, classification, labour relations, employment transition, workplace health and safety, organizational design and business planning as well as the development of policies and best practices and the identification of strategic workforce impacts.

HR INNOVATIONS AND STRATEGIC PLANNING UNIT

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9137
Fax (416)325-9043
8:30 - 5:00 


HR Innovations and Strategic Planning leads the development/design, implementation, and evaluation of the ministries' strategic human resources plan. This includes research, development and implementation of human resources strategies, policies and programs (corporate and ministry-originated) such as performance management, learning and development, youth strategies, etc. The unit provides internal environmental scans and workforce analysis in support of the design of innovative HR strategies and business planning and manages the branch Web site. The unit also leads broad HR related planning exercises and coordinates the integration of WIN into the ministries.

ORGANIZATIONAL DEVELOPMENT UNIT

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9002
Fax (416)326-2856 


The Organizational Development Unit works with senior management teams, ministry client groups and with its partners in human resources to contribute to the health and effectiveness of the organization. It provides products and services in the areas of: Organizational Design, Human System interventions, Leadership/Management Development, Facilitation Design, Succession Management, Process Consultation and Mapping, Executive Coaching, and Change Management.

INTERNAL AUDIT SERVICES

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)212-4816
Fax (416)325-1120
8:00 - 5:00 


Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations.

LEGAL SERVICES BRANCH

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2400
Fax (416)325-2410
8:30 - 5:00 


The Legal Services Branch provides the Ministry of Education with legal services in all areas of education. This includes giving legal advice on ministry programs and policy; drafting legislation and regulations; drafting contracts; preparing and reviewing other legal documents; providing legal support in defending litigation and human rights complaints; and freedom of information.

ELEMENTARY/SECONDARY BUSINESS AND FINANCE DIVISION

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-6127
Fax (416)327-1182
8:30 - 5:00 

The Elementary/Secondary Business and Finance Division is responsible for the development and implementation of ministry policy for funding school boards, and on the delivery of support services to elementary and secondary schools. This includes the development of policies and programs that address the educational needs of schools; the administration of capital and operating grants, the implementation and monitoring of policies and programs; clarifying legislation, policy and program requirements with school boards and ensuring their compliance.

BUSINESS SERVICES BRANCH


Mowat Block
21st Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4242
Fax (416)325-4024
8:30 - 5:00 

The Business Services Branch is responsible for developing and implementing policies governing pupil accommodation and student transportation **grants**, and for working with school boards in the development of cooperative services designed to improve the efficiency and effectiveness of board operations.

Services offered to the Public:


Operating Grants - School Boards

EDUCATION FINANCE BRANCH

Mowat Block
21st Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-8407
Fax (416)325-6370
8:30 - 5:00 


The **Education** Finance Branch develops analyses and options for refinements to **funding** formulas to support broader education policy changes. The branch prepares the annual grant regulations that determine each school board's revenue from student-focused funding. The branch also provides staff support to the pension partnership between the Ontario Government and the Ontario Teacher's Federation and acts as the ministry's liaison with the federation and the Ministry of Finance on teachers' pension issues.

LABOUR RELATIONS AND GOVERNANCE BRANCH

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2842
Fax (416)325-7247
8:30 - 5:00 

The **Labour Relations** and Governance Branch provides advice on all matters related to elementary/secondary education governance and labour relations. It also liaises with the Education Relations Commission and monitors school board staff negotiations and job actions.


TRANSFER PAYMENTS AND FINANCIAL REPORTING BRANCH

Mowat Block
21st Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3711
Fax (416)325-2007
8:30 - 5:00 

Transfer Payments and Financial Reporting Branch is responsible for the administration of and accountability for operating **grants** provided to school boards. The branch administers grant payments to school boards and ensures that grant submissions are in accordance with the legislative


grant regulations. The branch also develops and implements auditing procedures to ensure appropriate accountability for funds provided to school boards.

FRENCH-LANGUAGE EDUCATION AND EDUCATIONAL OPERATIONS

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2132
Fax (416)327-1182
8:30 - 5:00 


The French-Language Education and Educational Operations (FLEEO) Division focuses on the delivery of support services to elementary and secondary schools. The division plays a leading role in the development of policies and programs that address the educational needs of Aboriginals and francophones; develops policies, clarifies legislation, policy and program requirements with school boards and ensures their compliance. The division operates and manages the Provincial and Demonstration Schools (PDS). The PDS provides programs and services for English and French speaking students who are deaf, blind, deaf-blind, or learning disabled. Through the Field Services Branch (FSB), the division is the principal point of contact for information flowing between the ministry and the school boards.

FIELD SERVICES BRANCH

Mowat Block
12th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-8235
8:30 - 4:45 

The Field Services Branch coordinates the activities of seven District Offices located throughout Ontario. Some of the major functions of the branch are as follows: monitor program implementation in the elementary/secondary education system; clarify ministry policies and programs to the elementary/secondary education community; ensure field input in the development of ministry policies; and report on the effectiveness of the school system. Field Services Branch is responsible for policy and operations related to the inspection of private **schools** in Ontario and overseas. The Provincial School Attendance Counsellor in FSB directs provincial inquiries into home schooling. The Aboriginal Education Policy Unit focuses on intergovernmental and educational issues related to aboriginal people.

ABORIGINAL EDUCATION POLICY UNIT

Mowat Block
12th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-7328 

The Aboriginal Education Policy Unit focuses on intergovernmental and educational issues related to aboriginal people.

DISTRICT OFFICES

BARRIE DISTRICT OFFICE

2nd Flr, 20 Rose St

Barrie L4M 2T2

General Inquiry (705)725-7627

Toll Free 1-800-471-0713

Fax (705)725-7635

Toll Free Fax 1-800-471-2584

LONDON DISTRICT OFFICE

Suite 207, 217 York St

London N6A 5P9

General Inquiry (519)667-1440

Toll Free 1-800-265-4221

Fax (519)667-9769

NORTH BAY DISTRICT OFFICE

Suite 211, 447 McKeown Ave

North Bay P1B 9S9

General Inquiry (705)474-7210

Fax (705)497-6896

OTTAWA DISTRICT OFFICE


Suite 504, 1580 Merivale Rd

Nepean K2G 4B5

General Inquiry (613)225-9210

Toll Free 1-800-267-1067

Fax (613)225-2881

9:00 - 5:00 

SUDBURY DISTRICT OFFICE

Suite 203, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)474-7210

Toll Free 1-800-461-9570

Fax (705)564-4233

THUNDER BAY DISTRICT OFFICE

Suite 336, 435 James St S

Thunder Bay P7E 6S9

General Inquiry (807)475-1571

Toll Free 1-800-465-5020

Fax (807)475-1550


TORONTO AND AREA DISTRICT OFFICE

2nd Flr, 880 Bay St

Toronto M7A 1N3

General Inquiry (416)325-6874

Toll Free 1-800-268-5755


Fax (416)325-4153 

PRIVATE SCHOOLS UNIT

Mowat Block

12th Flr, 900 Bay St

Toronto M7A 1L2

General Inquiry (416)325-1981 

Field Services Branch is responsible for policy and operations related to the inspection of private schools in Ontario and overseas. The Provincial School Attendance Counsellor in FSB directs provincial inquiries into home schooling.

FRENCH-LANGUAGE EDUCATION POLICY AND PROGRAMS BRANCH


Mowat Block

8th Flr, 900 Bay St

Toronto M7A 1L2

General Inquiry (416)325-2127

Fax (416)325-2156

8:30 - 5:00 


French Language Education Policy and Programs Branch provides leadership in the development of policies, programs and procedures for French-language elementary and secondary education supporting the quality education agenda for all Ontario students in French-language **schools**. It sustains the quality of the curriculum and of a province-wide report card for French-language schools and support their implementation. It provides **funding** for the development of learning pedagogical resources in French, facilitates partnerships that expand the use of technology in French-language schools, coordinates liaison activities with the French-language community and

administers funding programs including the Official Languages in Education Agreement and the Canada-Ontario Agreement on Targeted Measures to enhance French-Language Education.

Services offered to the Public:

Aménagement linguistique (AL) Policy Fund

PROVINCIAL SCHOOLS BRANCH

255 Ontario St S
Milton L9T 2M5
General Inquiry (905)878-2851
TTY (905)878-7195
Fax (905)878-5405
Fax (905)878-1354
8:00 - 6:00 


The Ministry of **Education** is responsible for the administration of five sites with provincial schools (four for **deaf** students and one for **blind** and deafblind students) and four demonstration schools (for students with severe learning disabilities). The Provincial Schools Branch oversees the policies and operation of these nine schools. In addition, the schools provide residential facilities for deaf, blind, deafblind, and severely learning-disabled students; provide alternative programs as part of a continuum of services offered by local **school boards**; establish partnerships with school boards, community organizations and other government ministries to improve educational and residential programs; and disseminate information to parents, staff, the medical community, the general public and other interested organizations on issues related to the education of students.


Services offered to the Public:

Amethyst School: Residential School, Resource Services and Teacher Education Programs
Centre Jules-Léger: Residential School, Resource Services and Teacher Education Programs
Ernest C. Drury School for the Deaf: Residential and Day School Programs and Resource Services
Robarts School for the Deaf: Residential and Day School Programs and Resource Services
Sagonaska School: Residential School, Resource Services and Teacher Education Programs
Sir James Whitney School for the Deaf: Residential and Day School Programs and Resource Services
Trillium School: Day and Residential School Programs, Resource Services and Teacher Education Programs
W. Ross Macdonald School: Residential and Day School Programs and Resource Services


DEMONSTRATION SCHOOLS

Demonstration **Schools** provide programs and services for pupils with severe learning **disabilities**. They also provide in-service **teacher education** and consultative services to **school boards**.


AMETHYST SCHOOL
Amethyst School
1090 Highbury Ave
PO Box 7300
London N5Y 4V9
General Inquiry (519)453-4400
Fax (519)453-2160
8:00 - 4:30 

CENTRE JULES-LÉGER
281 Lanark Ave
Ottawa K1Z 6R8
General Inquiry (613)761-9300
TTY (613)761-9302
Fax (613)761-9301
8:00 - 4:30 


SAGONASKA SCHOOL

Sagonaska School
350 Dundas St W
Belleville K8P 1B2
General Inquiry (613)967-2830
Fax (613)967-2482
8:00 - 4:30 

TRILLIUM SCHOOL

Trillium School
347 Ontario St S
Milton L9T 3X9
General Inquiry (905)878-2851
Fax (905)878-4278
8:00 - 4:30 


SCHOOL FOR THE BLIND**W ROSS MACDONALD SCHOOL**

W. Ross Macdonald School
350 Brant Ave
Brantford N3T 3J9
General Inquiry (519)759-0730
Fax (519)759-4741
8:00 - 4:30 


SCHOOLS FOR THE DEAF

The provincial schools also provide resource services to pre-school **deaf** children and teacher education and consultative services to school boards.


CENTRE JULES-LÉGER

281 Lanark Ave
Ottawa K1Z 6R8
General Inquiry (613)761-9300
(Administration)
(613)761-1725 (Secretary, Residences)
TTY (613)761-9302 (Administration)
TTY (613)761-7466 (Residential Manager)
TTY (613)761-9304 (Provincial School)
Fax (613)761-9301 (Administration)
8:00 - 4:30 


ERNEST C DRURY SCHOOL

255 Ontario St S
Milton L9T 2M5
General Inquiry (905)878-2851
TTY (905)878-7195
Fax (905)878-1354 (Administration)
Fax (905)878-0504 (Resource Services)
Fax (905)878-6628 (Maintenance)
Fax (905)878-6667 (Residence)
Fax (905)878-9261 (Elementary School)
Fax (905)878-9390 (Secondary School)
8:00 - 4:30 

ROBARTS SCHOOL

Robarts School
1090 Highbury Ave
London N5Y 4V9
General Inquiry (519)453-4400
TTY (519)453-4400 (General Inquiry)
Fax (519)453-7943
8:00 - 4:30 

SIR JAMES WHITNEY SCHOOL


Sir James Whitney School For The Deaf
Residential
350 Dundas St W
Belleville K8P 1B2
General Inquiry (613)967-2823
TTY (613)967-2823
Fax (613)967-2857
8:00 - 4:30 

INSTRUCTION AND LEADERSHIP DEVELOPMENT DIVISION

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3664
Fax (416)325-7019
8:30 - 5:00


The Instruction and Leadership Development Division has responsibility for the development and implementation of policies and programs in support of teachers, teaching excellence and leadership capacity of schools and boards. Key responsibilities include the entry-to-practice exam, support programs for new teachers, teacher performance appraisal policy, initiatives to recognize teaching excellence, programs to support low performing schools related to leadership responsibilities in school boards, liaison with the Ontario College of Teachers, and responsibility for the management of elementary and secondary data collection, integration and analysis.

INFORMATION MANAGEMENT BRANCH

Mowat Block
10th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4876
Fax (416)325-2373
8:30 - 5:00 

The Information Management Branch is responsible for the management of elementary and secondary information including data collection, reporting, integration, and analysis and for an overall information management framework for the Ministry of Education and its partners.

PERFORMANCE SYSTEMS AND QUALITY ASSURANCE BRANCH

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2623
Fax (416)325-7019
8:30 - 5:00 

The Performance Systems and Quality Assurance Branch develops policies and implements programs and initiatives to support teaching excellence and leadership development. Key responsibilities of the branch include: teacher performance appraisal policy; initiatives to recognize teaching excellence in Ontario; Turn around Teams, which provides literacy supports to struggling schools; policies and programs supporting the role of the principal; and other initiatives to support the leadership capacity of schools and boards.


POLICY AND STANDARDS BRANCH

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-7573
Fax (416)325-7019
8:30 - 5:00

The Policy and Standards Branch contributes to student success by providing policy advice, developing programs and monitoring the implementation of teaching excellence initiatives. Key responsibilities for the branch include: the Ontario Teacher Qualifying Test, an entry-to-practice exam; the professional learning of teachers; developing a support program for new teachers;


policies and programs pertaining to supervisory officers; and legislation and regulations relating to teacher qualifications. As well, the branch functions as the liaison with the Ontario College of Teachers, including work with its Act and regulations.

OFFICE OF THE CHIEF INFORMATION OFFICER, COMMUNITY SERVICES I&IT CLUSTER

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4598
Fax (416)325-8371
8:30 - 4:45 


Office of the Chief Information Officer, Community Services I&IT Cluster provides I&IT planning, policy, enterprise architecture, technology and services management, client relationship management, system development and support services.

ONTARIO KNOWLEDGE NETWORK FOR LEARNING (OKNL)

Mowat Block
10th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-1466
Fax (416)325-9473
8:30 - 4:45 


The Ontario Knowledge Network for Learning (OKNL) provides provincial leadership in channelling the use of information and communication technologies (ICT) in education to improve learner achievement, enhance teacher skills and development, increase parental involvement, and give students the education opportunities they need to succeed in the knowledge-based economy.

PLANNING AND ARCHITECTURE

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-9577
Fax (416)325-2262
8:30 - 4:45 

The Planning and Architecture unit provides cluster IT planning, information and security architecture services, and coordinates the development of IT policies and standards. It is also responsible for the security policies associated with I&IT.


TECHNOLOGY AND BUSINESS SOLUTIONS

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4409
Fax (416)327-1816
8:30 - 4:45 

Technology and Business Solutions is responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Education and the Ministry of Training, Colleges and Universities. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; technical support and education to ensure the ongoing and


effective use of technology, and systems development including the management of corporate systems and the corporate network.

TECHNOLOGY AND SERVICES MANAGEMENT

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-9577
Fax (416)325-2262
8:30 - 4:45 


The Technology and Services Management unit provides ongoing operational support services to multiple ministries through a clustered support organization. Services provided to the ministries include providing secure and reliable IT infrastructure and acquiring and implementing new technology solutions to support the business requirements of the various ministries.

STRATEGIC PLANNING AND ELEMENTARY/SECONDARY PROGRAMS DIVISION

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2135
Fax (416)327-1182 


Strategic Planning and Elementary/Secondary Programs Division develops policies and program directions for elementary and secondary school and agencies in Ontario in order to foster and sustain a high-quality education system for all students in the province. The division's work focuses to achieve two key outcomes: Support Student learning and maintaining challenging standards of achievement, preparation of all students for success in further education, work and community life; and promotion of successful educational outcomes for special education students.

CURRICULUM AND ASSESSMENT POLICY BRANCH

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2500
Fax (416)325-2575 


Curriculum and Assessment Policy Branch is responsible for developing policy for publicly funded education. Policy areas include elementary and secondary curriculum and student assessment, including a province-wide report card. The branch also develops policies for the approval of textbooks and other learning resources; coordinates initiatives to assist teachers in the implementation of new curriculum and assessment policies; develops processes to monitor implementation; administers programs for the provincial **licensing** of educational software; and administers the Official Language Monitors Program. The branch also maintains a link with the Education Quality and Accountability Office (EQAO) to ensure that large-scale assessments are intricately linked to curriculum **standards** and quality student learning. There are three units within the branch that provide specific expertise and contribution to overall work of the branch.

ASSESSMENT AND REPORTING UNIT

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2500
Fax (416)325-2575 


The main goal of the **Assessment** and Reporting Unit is to ensure clear and accountable measurement and communication of student achievement. This unit works to develop and maintain an up-to-date assessment policy that is focused on improving student achievement; to develop and facilitate the development of assessment resources that support and clarify policy; to research and support assessment practices that contribute to improved student achievement; to work with Education Quality and Accountability Office to ensure that a provincial testing program provides students, parents and boards with the data necessary to improve student, school and board achievement; to develop and implement the Ontario Secondary School **Literacy** Course (OSSLC).

CURRICULUM AND LEARNING RESOURCES POLICY UNIT

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2500
Fax (416)325-2575 


The **Curriculum** and Learning Resources Policy Unit is responsible for elementary and secondary curriculum and learning resources policy and related literacy/numeracy initiatives. This includes targeted supports for curriculum implementation, and program policy for ESL/FSL. The unit's specific responsibilities include: support for Student Success and targeted professional development for literacy/numeracy; administration of learning resource policies and programs, e.g., the Trillium List; development and implementation of supports for teachers e.g., the Ontario Curriculum Unit Planner, Version 3.0 and Ontario Software Acquisition Program (OSAPAC); and coordination of ongoing policy and operational work of the Curriculum and Assessment Policy Branch for elementary and secondary curriculum and learning resources.

IMPLEMENTATION AND REVIEW UNIT

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2500
Fax (416)325-2575 

The Implementation and Review Unit leads ongoing cycle of **curriculum** review and revision, including implementation; coordinates training initiatives for the branch to ensure coherence; acts as ongoing branch interface with key stakeholders (e.g. CIP, Ad Hoc, COU) on implementation issues.


OFFICIAL LANGUAGES MONITOR PROGRAM

Mowat Block
16th Flr Rm 1622, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2792
Fax (416)325-2472 

The Official **Languages** Monitor Program is funded by Canadian Heritage, administered by the provinces and territories with the assistance of the Council of Ministers of Education, Canada. This program is an exchange program that promotes the learning of **French** as a second language, French


as a minority language or **English** as a second language. Monitors usually travel to another province or territory to perform their duties. The program liaises with school boards, universities and colleges in Ontario and with provincial and territorial coordinators.

POLICY AND PROGRAM BRANCH

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2660
Fax (416)325-2664
8:30 - 5:30 

The Policy and Program Branch provides policy advice, program support and implementation guidance in elementary education with a focus on early learning, school-based improvement, JK-6 numeracy and literacy, safer schools and parental involvement. In addition to providing research information for policy development and analysis, the branch performs a lead liaison role with national and international organizations. The branch consists of the following three units: Policy Development and Implementation, Policy Information and Research Unit and Corporate Support and Liaison.

CORPORATE SUPPORT AND LIAISON UNIT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4286
Fax (416)325-2664
8:30 - 5:30 

The Corporate Support and Liaison Unit provides corporate support for the ministry's relations with: the Council of Ministers of Education, Canada; national and international organizations with an education mandate; and Foreign delegations. The unit is also responsible for coordinating all business processes regarding branch-specific performance measures, business planning and expenditure management practices and human resources administration.


Services offered to the Public:

Council of Ministers of Education, Canada

EARLY READING AND EARLY MATH PROJECT- OTTAWA

1770 Promenade Grey Nuns
Orléans K1C 1C3
General Inquiry (613)834-4800
Fax (613)834-0400


POLICY DEVELOPMENT AND IMPLEMENTATION UNIT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2558
Fax (416)325-2664
8:30 - 5:30 

The Policy Development and Implementation Unit is specifically responsible for developing and supporting the implementation of policy and programs particularly as it relates to: JK-6 literacy and


numeracy; Safer Schools, including anti-bullying; healthy schools and parent involvement in education.

RESEARCH AND INFORMATION UNIT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2681
Fax (416)325-2664
8:30 - 5:30 


The Research and Information Unit provides information for policy development and analysis with a view to supportive evidence based teaching and school based instructional leadership. Its primary functions include: tracking interjurisdictional education policy trends; researching factors related to school improvement; analysing student achievement and improvement target data to measure improvement; coordinating the ministry's input into national and international activities for the development of, and follow-up on, education indicators.

PROGRAMS SUPPORT UNIT

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)212-4651
Fax (416)325-2879 


The Programs Support Unit plays a key leadership role in the Strategic Planning and Elementary/Secondary Programs Division in advising and developing initiatives to promote and implement the education programs and policies currently underway in the division.

SECONDARY SCHOOL POLICY AND PROGRAMS BRANCH

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2559
Fax (416)325-2552 

Secondary School Policy and Programs Branch develops policies for: program and diploma requirements in secondary school; guidance and career education in elementary and secondary school; cooperative education and school-work transitions; school-college transition and students at risk. It works closely with the Ministry of Training, Colleges and Universities, Provincial Partnership Council, business-education councils, schools/school boards, and other organizations to expand school-work transition opportunities, including the Ontario Youth Apprenticeship Program, for students.


SCHOOL-WORK-TRANSITION POLICY AND PROGRAM UNIT

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2886
Fax (416)325-2552 

The School-Work-Transition Policy and Program Unit develops and supports implementation of policies and programs related to the transition of **students** from secondary education to work and **apprenticeship**. Responsibilities include expanding student access to work experiences through policies, programs and partnerships that include: cooperative education and all other forms of


experiential learning, the Provincial Partnership Council, Passport to Prosperity employer campaign, the Ontario Skills Passport, sectoral relationships (business sectors), business-education councils, and the Ontario Youth Apprenticeship Program.

SECONDARY SCHOOL POLICY UNIT

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-0951
Fax (416)325-2552 


The Secondary School Policy Unit develops and supports implementation of policies related to diploma requirements, the organization of secondary school programs, the Grade 1-12 guidance and career **education** program; the transition of students from elementary to secondary school; student transitions to higher education (e.g., career pathways to college); the double cohort; prior learning assessment and recognition; programs for at-risk students.

SPECIAL EDUCATION POLICY AND PROGRAMS BRANCH

7th Flr Suite 710, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)314-2333
TTY (416)314-7776
Toll Free 1-877-699-5431
Fax (416)314-0637
Fax (416)314-3318
www.edu.gov.on.ca
8:30 - 5:00 


The primary functions of the Special Education Policy and Programs Branch are to: provide advice to the Minister and senior management within the ministry on special education policy and program initiatives; contribute special education expertise to other parts of the Ministry of Education to ensure that the specific issues associated with students receiving special education programs and services are considered and addressed; liaise with stakeholders/education partners to identify issues requiring policy responses; provide policy information and clarification to assist school boards and their Special Education Advisory Committee (SEAC) members in undertaking their legislated roles and responsibilities; and ensure policy integration for cross-ministerial policy initiative aimed at serving children with disabilities and children with special needs.

CORPORATE AND PROGRAM RESOURCE UNIT

7th Flr Suite 710, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)314-2333
TTY (416)314-7776
Toll Free 1-877-699-5431
Fax (416)314-0637
www.edu.gov.on.ca
8:30 - 5:00 


The Corporate and Program Resource Unit is responsible for: providing corporate supports, including stakeholder relations; development of materials and related activities which support corporate projects; and developing resources and implementing projects aimed at quality improvements in special education.

PROGRAM POLICY UNIT

7th Flr Suite 710, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)314-2333
TTY (416)314-7776
Toll Free 1-877-699-5431
Fax (416)325-3318
www.edu.gov.on.ca 

The Program Policy Unit is responsible for: leading the development of policy initiatives; coordinating activities with other ministry branches on such policy matters as curriculum and assessment; secondary school policy; coordinating administrative support for the Ministry Advisory Council on Special Education (MACSE) and the Ontario Special Education Tribunals (English and French).

STRATEGIC POLICY AND COORDINATED SERVICES UNIT

7th Flr Suite 710, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)314-2333
TTY (416)314-7776
Toll Free 1-877-699-5431
Fax (416)314-0637
www.edu.gov.on.ca
8:30 - 5:00 

The Strategic Policy and Coordinated Services Unit is responsible for policies related to service coordination for students with special needs; tracking inter-jurisdictional special education trends; providing evidence-based information for policy development, analysis and implementation; and developing/maintaining relationships with the research community with regards to special education.


AGENCIES, BOARDS AND COMMISSIONS

EDUCATION QUALITY AND ACCOUNTABILITY OFFICE

Suite 1200, 2 Carlton St
Toronto M5B 2M9
General Inquiry (416)314-0146
Toll Free 1-888-327-7377
Fax (416)325-2956 (Communications)
www.eqao.com
8:30 - 5:00 


The responsibilities of the **Education** Quality and Accountability Office are focused on providing and or ensuring the provision of clear, accurate and relevant information on the quality of education in Ontario; guiding improvement planning; and promoting the sharing of best educational practices. This includes implementing a comprehensive program of student **assessment** within the government-established parameters; advising the Minister of Education on assessment policy and conducting quality reviews; implementation of a provincial performance indicators system; supporting Ontario's participation in national and international assessment initiatives; reporting to the minister, public and education community on system-quality issues; and supporting research and strategies for enhancing learning for all students.

LANGUAGES OF INSTRUCTION COMMISSION OF ONTARIO

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3500
Fax (416)325-2979
8:30 - 4:30 


The **Languages** of Instruction Commission of Ontario was established to help resolve disputes over the provision of **education** programs in the language of a **French** or **English** minority group. The commission intercedes in conflicts between school authorities and French-language rights holders groups.

MINISTER'S ADVISORY COUNCIL ON SPECIAL EDUCATION

7th Flr Suite 710, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)314-2333
TTY (416)314-7776
Toll Free 1-877-699-5431
Fax (416)325-3318
www.edu.gov.on.ca
9:00 - 5:00 

The Advisory Council on Special **Education** was originally established in 1974 as a committee and reconstituted as a council in 1986. The Council advises the Minister of Education on any matter related to the establishment and provision of special education programs and services for exceptional **students**, including the identification and provision of early intervention programs for students with special needs. The Council consists of 21 members, most of whom represent either an exceptionality (e.g. developmental **disabilities**, giftedness) or a profession (e.g., teaching, social work). There is also a representative for students and youth, and there are representatives from the Ministry of Health and Long-Term Care, and the Ministry of Community and Social Services who sit as non-voting members. All Council members are appointed by the Minister of Education. The Council meets three times a year normally in February, June and November.

ONTARIO PARENT COUNCIL


Suite 1511, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)314-0426
Toll Free 1-800-361-6483
Fax (416)314-0425
www.ontarioparentcouncil.org
9:00 - 5:15 

The Ontario **Parent Council** is a 20 members council created in 1993. The council's mandate is to give advice on elementary/secondary policy and program issues to the Minister of **Education** and to promote parental involvement in the education system. The composition of the council reflects the geographic realities of Ontario and the diversity of its population.

Services offered to the Public:


Ontario Parents Communication Service

PROVINCIAL SCHOOLS AUTHORITY

255 Ontario St S
Milton L9T 2M5
General Inquiry (905)878-2851
TTY (905)878-8405
8:30 - 4:45 

The Provincial **Schools** Authority (PSA) was established in 1975 under the Provincial Schools Negotiations Act. The Act created a bargaining unit of all **teachers** employed in provincially operated schools. The PSA negotiates a collective agreement with the Federation of Provincial School Authority Teachers (FOPSAT) on behalf of the ministries of Education, and Community Safety and Correctional Services. The PSA is the employer of record for teachers, principals and vice-principals. It handles **grievance**, leaves and other administrative functions.

SPECIAL EDUCATION TRIBUNALS - (ENGLISH/FRENCH) (ONTARIO)


7th Flr Suite 710, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)325-2829 (English)
General Inquiry (416)325-0269 (French)
Fax (416)325-3318
9:00 - 5:00 

The Special **Education** Tribunals provide a final avenue of **appeal** for parents who disagree with recommendations of the Identification, Placement and Review Committee (IPRC), for either the identification or the placement of an exceptional pupil.

ACTS

Education Accountability Act, 2000
Education Act
Education Quality and Accountability Office Act, 1996
Fairness for Parents and Employees Act (Teachers' Withdrawal of Services), 1997
Instruction Time: Minimum Standards Act, 1998
Ontario College of Teachers Act, 1996
Ontario Institute for Studies in Education Repeal Act, 1996
Ontario School Trustees' Council Act
Ottawa-Carleton French-Language School Board Transferred Employees Act
Provincial Schools Negotiations Act
Quality in the Classroom Act, 2001
School Trust Conveyances Act
Stability and Excellence in Education Act, 2001
Student Protection Act, 2002
Teachers' Pension Act
Teachers' Pension Act, 1989
Teaching Profession Act


MINISTRY OF ENERGY

Hearst Block
4th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)327-6758
Fax (416)327-0033
www.energy.gov.on.ca
8:00 - 5:30 

The Ministry of Energy is responsible for promoting the development of a conservation policy and a cost-efficient, affordable, safe, reliable, secure and environmentally sustainable energy supply in Ontario. The ministry also sets the legislative and policy frameworks within which energy sector participants and regulators - the Independent Electricity Market Operator and the Ontario Energy Board - operate.


DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Hearst Block
4th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)327-3855
Toll Free 1-888-668-4636
Fax (416)326-3947
www.energy.gov.on.ca
8:30 - 5:00 


The Communications Branch supports the ministry's program delivery, policy coordination and consensus-building activities between its partner ministries within the provincial government and a broad network representing Ontario's energy sector. Its objective is to raise awareness and promote understanding by the public of government energy-related initiatives and policies. The branch provides services such as communications planning, produces communications materials such as speeches, news releases, brochures, publications, answers public and media inquiries, and oversees the Ministry's Web site and call centre.

BUSINESS AND ECONOMICS AUDIT CLUSTER

18th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)327-9368
8:30 - 5:00 


Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor in the Internal Audit Division.

OFFICE OF CONSUMER AND REGULATORY AFFAIRS AND CORPORATE SERVICES

2nd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)327-7106
Fax (416)314-3354
8:30 - 5:00 


The Office of Consumer and Regulatory Affairs and Corporate Services provides support, advice, and makes recommendations concerning the regulatory framework and governance of the electricity sector, natural gas sector and emergency planning. The Office also directs the development and implementation of results-based planning processes, provides advice on human resources management, and supports the effective provision of services.

CONSUMER AND REGULATORY AFFAIRS BRANCH

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6559
Fax (416)325-7041
8:30 - 5:00 


The Consumer and Regulatory Affairs Branch provides expert analysis and develops policy options on issues relating to the **electricity** system in Ontario including the regulatory framework for the electricity and natural gas sectors, consumer protection, transmission planning, transitional issues with respect to restructuring and the application of the Energy Competition Act and distribution and transmission restructuring and pricing. The branch represents Ontario's interests in electricity discussions with the federal government and other jurisdictions; and provides the ministry's and government's principal liaison with regulated utilities and other stakeholders in the electricity sector.

CORPORATE SERVICES

2nd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)327-7106
Fax (416)314-3354
8:30 - 5:00 

Corporate Services is responsible for providing results-based planning, financial and administrative support to the ministry to ensure compliance with the provincial government's policies and procedures on financial management, audit, asset management, information and technology, procurement, budgetary control, freedom of information, human resource planning and management, and French language services. Corporate Services also manages the relationship with service providers and is the key point of contact with the Economics and Business Information Technology Cluster, Internal Audit Division, Management Board Secretariat and the Shared Services Bureau.

ECONOMIC AND BUSINESS CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY

Hearst Block
3rd Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)212-6000
Fax (416)326-9424
8:30 - 5:00 


The Economic and Business Cluster is responsible to provide information management and information technology services to the Ministries of Consumer and Business Services; Economic Development and Trade; Energy and Labour. The Cluster's mission is two-fold: firstly, to provide timely and cost effective support to its client ministries in helping them to promote e-business and e-government as a means of enhancing government service; and, secondly to further the Ontario government's overall I&IT strategy by providing the following services: business solutions; architecture and planning; application development and production support; and information technology operations and client support.

FREEDOM OF INFORMATION AND RECORDED INFORMATION MANAGEMENT OFFICE

9th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-4075
Fax (416)314-4285
8:30 - 4:30

The Freedom of Information (FOI) Office is responsible for implementing and administering the FOI/Privacy Act within the ministry. It develops policies to assist staff in complying with the requirements of the Act, coordinates access to information requests and represents the ministry when appeals are filed.

FRENCH SERVICES

9th Flr, 40 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-7938
Fax (416)314-7949
8:30 - 5:00 


The French Services office provides guidance and assistance to the ministry and its agencies in the planning and effective delivery of programs, activities and services in French and serves as a link between the francophone community and the ministry. This office also provides translation services.

INFORMATION RESOURCE CENTRE

11th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)327-1247
Fax (416)327-1510
8:30 - 4:30


The Information Resource Centre (IRC) provides a comprehensive information service to the ministry. Customized reference searches, specific facts or data, alerting services, Internet advisory, and document delivery services are available to ministry staff on demand.

LEGAL SERVICES BRANCH

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6840
Fax (416)325-6981
8:30 - 5:00 


The Legal Services Branch provides legal advice, services and representation to the ministry. These activities include counselling the ministry on the interpretation of statutes and regulations; the preparation and review of proposed legislation, regulations and other legal documents; and providing a wide range of solicitors' services, including drafting of contracts and settling of claims. The branch is part of the Ministry of the Attorney General.

OFFICE OF ENERGY SUPPLY AND CONSERVATION

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)314-6223
Fax (416)314-6224
8:30 - 5:00 


The Office of Energy Supply and Conservation provides a structure to identify strategic issues; to coordinate policy and program development; and to coordinate and integrate interaction between the ministry and other governments.

CONSERVATION, ENERGY EFFICIENCY AND RENEWABLES OFFICE

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6552
Fax (416)325-6972
8:30 - 5:00 


The **Conservation, Energy Efficiency and Renewables Office** provides analysis, advice, liaison and policy development concerning conservation, energy efficiency and renewable energy issues and related technologies. The branch also administers the Energy Efficiency Act.

ENERGY SUPPLY AND COMPETITION BRANCH

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6591
Fax (416)325-7023
8:30 - 5:00 


The Energy Supply and Competition Branch conducts financial and economic analysis related to the energy industry, electricity, oil and natural gas supply, regulatory issues, energy policy and market structures. The branch is the principal liaison with the Independent Electricity Market Operator, Ontario Power Generation and other generators and producers in the energy industry. Through a shared services agreement, the division provides environmental economic support to the Ministry of the Environment. The division includes the Energy Markets section which provides analysis, advice and liaison relating to gasoline markets, ethanol, oil and natural gas supply. It is also responsible for the ministry's climate change work and energy intergovernmental relations.

ENERGY ECONOMICS

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6586
Fax (416)325-7023
8:30 - 5:00 


Energy Economics provides economic advice and analysis related to new generation investment issues, energy environmental issues, energy pricing, supply adequacy, fuel mix, energy technology issues, energy efficiency, renewable and alternative technology, including impact assessments of policy proposals and individual projects.

ENERGY MARKETS

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6562
Fax (416)325-6981
8:30 - 5:00 

The **Energy** Markets Section of the Energy Supply and Competition Branch provides analysis, advice and policy coordination on issues relating to the supply and pricing of **natural gas**, crude oil, **petroleum** products, **petrochemicals**, **gasoline** and alternate **transportation fuels**. The section provides the ministry's main liaison with the oil, gas transmission, and alternate transportation fuels industries and associations. It also represents Ontario's **oil** and gas interests in hearings before the National Energy Board. The section also coordinates Ontario positions on energy issues for discussions with the federal government and other jurisdictions.


ENVIRONMENTAL ECONOMICS

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6586
Fax (416)325-7023
8:30 - 5:00 

The Environmental Economics section provides environmental economic analysis and support to the Ministry of the Environment under a shared services agreement between the Ministries of Energy and Environment.

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO ENERGY BOARD

Suite 2601, 2300 Yonge St
PO Box 2319
Toronto M4P 1E4
General Inquiry (416)481-1967
(416)314-2455 (Customer Service Centre)
Toll Free 1-877-632-2727 (Customer Service Centre)
Toll Free 1-888-632-6273
Fax (416)440-7656
www.oeb.gov.on.ca
8:30 - 5:00 

The Ontario **Energy** Board regulates Ontario's **natural gas** and **electricity** sectors and provides advice on energy matters to the Minister of Energy. The Board operates as an adjudicative tribunal that makes determinations on applications made to it following a hearing process. The Board also

develops regulatory policy and makes rules and codes that govern the conduct of parties active in the energy sectors. In the electricity sector, the Board licenses all market participants; sets rates; and approves the IMO's budget and fees. In the natural gas sector, the Board approves rates charged by **utilities**; licenses all marketers who sell natural gas to small volume consumers; and approves storage facilities and franchise agreements between utilities and municipalities. The Board also must approve utility ownership changes and the construction of natural gas pipelines and major electricity transmission lines.

ACTS

Electricity Act, 1998

Energy Efficiency Act, RSO 1990

Hydro One Inc. Directors and Officers Act, 2002


Ministry of Energy Act, RSO 1990

Ontario Energy Board, 1998

Power Corporation Act, RSO 1990

The Toronto District Heating Corporation Act, 1998


MINISTRY OF THE ENVIRONMENT

135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4000
Toll Free 1-800-565-4923
Fax (416)325-3159
www.ene.gov.on.ca
8:30 - 5:00 

The Ministry of the Environment is responsible for restoring, protecting and enhancing the environment to ensure public health, environmental quality and community vitality. The ministry sets clear policies, standards, rules and regulations to protect the environment and encourage conservation activities. Along with monitoring the environment and enforcing these rules, the ministry looks for innovative approaches to complement legislation and regulations.


DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH


2nd Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6602
Fax (416)314-6711
Fax (416)314-6712
www.ene.gov.on.ca
8:30 - 4:45 

The Communications Branch is responsible for coordinating public and internal communications activities. Staff develop corporate communications strategies, produce written and graphic communications materials and respond directly to enquiries from the public and the media. The branch operates a bilingual Public Information Centre.

PUBLIC INFORMATION CENTRE

1st Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4000
Toll Free 1-800-565-4923
Fax (416)325-3159
8:30 - 5:00 

INTERNAL AUDIT SERVICES

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9210
Fax (416)314-9220
8:15 - 4:30 

Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor in the Internal Audit Division.

LEGAL SERVICES BRANCH

10th Flr, 135 St Clair Ave W


Toronto M4V 1P5

General Inquiry (416)314-6589

(416)314-6581 (Duty Counsel Line)

Fax (416)314-6579

Fax (416)212-0863 (Counsel at 5775 Yonge St)

8:30 - 5:00 

The Legal Services Branch provides legal advice, services and representation to the ministry. These activities include counselling the ministry on the interpretation of statutes and regulations; the preparation and review of proposed legislation, regulations and other legal documents; conducting prosecutions under provincial environmental legislation; representing the ministry before environmental, land-use planning and energy tribunals; and providing a wide range of solicitors' services, including drafting of contracts and settling of claims. The branch is part of the Ministry of the Attorney General.

CORPORATE MANAGEMENT DIVISION


14th Flr, 135 St Clair Ave W

Toronto M4V 1P5

General Inquiry (416)314-6426

Fax (416)314-6425

Fax (416)314-7858 (40 St Clair Ave W)

8:00 - 5:00 

The Corporate Management Division is responsible for the strategic leadership and direction for human resources, business and fiscal planning, accommodation, modern controllership and the ministry's corporate information management and technology needs. It liaises with central agencies, and ensures ministry adheres to government legislation and policies, including the requirements of the Freedom of Information and Protection of Privacy Act, the French Language Services Act, Quality Service and the Environmental Bill of Rights. The division provides business support services and manages the service management relationship with the Shared Services Bureau and Internal Audit.


BUSINESS AND FISCAL PLANNING BRANCH

8th Flr, 40 St Clair Ave W

Toronto M4V 1M2


General Inquiry (416)314-7360

Fax (416)314-7858

8:30 - 5:00 


The Business and Fiscal Planning Branch provides strategic leadership and advice for the ministry's business plans and program evaluation. The branch helps to develop and monitor the ministry's performance measurement criteria. It coordinates, analyzes, and monitors the ministry's multi-year budget and acts as a liaison with central agencies on fiscal planning issues. In addition, the branch is responsible for modern controllership and service management with the Shared Services Bureau for services such as financial processing, procurement, payment, mail and control services. Business and Fiscal Planning Branch is also responsible for accommodation and facilities management and operating the ministry print shop.

ENVIRONMENTAL BILL OF RIGHTS OFFICE, FREEDOM OF INFORMATION OFFICE AND INFORMATION RESOURCE CENTRE

12th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-0197
Fax (416)314-6872
8:30 - 5:00 


The **Environmental Bill of Rights (EBR)** Office ensures, on behalf of the ministry, compliance with the legal requirements of the EBR. On behalf of the government, the office manages the Environmental Registry, which acts as the principal tool to ensure the public's right to participate in government decision-making about the environment. The Freedom of Information (FOI) and Recorded Information Management (RIM) Office is responsible for implementing and administering the FOI/Privacy Act within the ministry and its affiliated agencies. It develops policies to assist staff in complying with the requirements of the Act, coordinates access to information requests and represents the ministry when appeals are filed. The Information Resources Centre (IRC) provides a comprehensive information service to the ministry. Customized reference searches, specific facts or data, alerting services, Internet advisory, and document delivery services are available to ministry staff on demand.

FRENCH SERVICES

2nd Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-7938
Fax (416)314-7949
8:30 - 4:30 


The French Services office provides guidance and assistance to the ministry and its agencies in the planning and effective delivery of programs, activities and services in French and serves as a link between the francophone community and the ministry. This office also provides translation services, ensures the use of standardized environmental terminology in French, and publishes a bilingual lexicon.

HUMAN RESOURCES BRANCH

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9300
TTY (416)314-9336
Fax (416)314-9313
8:15 - 5:00 


The Human Resources Branch provides the ministry's human resources management program including: establishing ministry human resource policies and procedures, coordination and delivery of the ministry HR Plan, implementing new initiatives to meet workplace quality goals, organizational design and performance management. The branch approves appropriate classification levels for all employees and provides such services as staff recruitment, employee counselling, labour relations, occupational health and safety services and technical training and development at the ministry level. The branch also coordinates the Continuity of Operations Program for the ministry.

LAND AND RESOURCES CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY

11th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-5017
Fax (416)314-4781
8:00 - 4:30 


The Information Management and Technology Branch is responsible for the design, planning, development, implementation and maintenance of information management and technology in support of Land and Resources Cluster (LRC) and ministry core businesses. Information management services include: the provision of strategic advice on application design, planning development of policies and standards, user education and maintenance of ministry systems. The branch is also responsible for the LRC's and the ministry's information technology infrastructure, and the maintenance of the Wide Area Network (WAN).

DRINKING WATER MANAGEMENT DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-4475
Fax (416)314-6935
8:30 - 5:00 

The Drinking Water Management Division has lead responsibility for program and operational activities related to the protection and provision of safe drinking water in Ontario. The division is organized along functional areas which include the Drinking Water Program Management Branch, the Education and Outreach Branch and the Safe Drinking Water Branch. The ADM/Chief Drinking Water Inspector's Office leads the ministry's drinking water activities. The office works with a broad community of stakeholders to provide safe drinking water in Ontario; scientific, analytical and program experts across the ministry to increase the integration of our programs and approaches to drinking water; looks for ways to continuously improve our responses to safe drinking water concerns; and represents the province on drinking water issues.

DRINKING WATER PROGRAM MANAGEMENT BRANCH

18th Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)212-1509
Fax (416)212-2757
8:30 - 5:30 

The Drinking Water Program Management Branch is responsible for drinking water program design and management. It conducts program analysis to support drinking water program development and the Drinking Water Management Division's compliance program. It also provides information management and business solutions support to the drinking water program.

EDUCATION AND OUTREACH BRANCH

3rd & 8th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-1782
Fax (416)212-4009 (8th Flr)
Fax (416)314-9477 (3rd Flr)

The Education and Outreach Branch works with its partners across the ministry on a broad range of drinking water-related activities including: the coordination of outreach, managing stakeholder relations, facilitating internal communications, staff training and client services, and managing the

Operator Certification and Training program. It also provides project management support and business services to the division. This branch is made up of four sections: Stakeholder Relations, Certification, Training, and Client Services, Project Management, and Divisional Business Services.

CERTIFICATION, TRAINING AND CLIENT SERVICES

3rd Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-1782
Fax (416)314-9477

The **Certification**, Training and Client Services section in the Education and Outreach Branch of the Drinking Water Management Division has overall responsibility for the Operator Certification and Training Program, divisional staff training strategies/programs and client services.

DIVISIONAL BUSINESS SERVICES

8th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-1782
Fax (416)212-4009

The Divisional Business Services section provides centralized support to the Drinking Water Management Division in Human Resources, Finance, Accommodations, Facilities, Assets, along with other areas.

PROJECT MANAGEMENT

8th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-1782
Fax (416)212-4009

The Project Management section provides project management support to the Education and Outreach Branch and the Drinking Water Management Division. This group is a centre of expertise for project management for the new division and its partners.

STAKEHOLDER RELATIONS

3rd Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-1782
Fax (416)314-9477

The Stakeholder Relations section of the Education and Outreach Branch has a mandate to provide outreach support to the Drinking Water Management Division that would help promote greater compliance within the regulated community. The Stakeholder Relations section will support internal and external drinking water stakeholders with information tools for municipal and non-municipal system owners and operators.

SAFE DRINKING WATER BRANCH

19th Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)212-7318
Fax (416)314-1037

The Safe Drinking Water Branch has overall responsibility for managing and delivering drinking water approval and compliance programs in the field. The functions of this branch are divided between two sections: Approvals and Licensing and Drinking Water Compliance.

APPROVALS AND LICENSING

19th Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)212-7318
Fax (416)314-1037

The Approvals and **Licensing** section is responsible for issuing Certificates of Approval for municipal **drinking water** systems, and for managing approvals and licensing processes and activities to achieve the enhanced levels of accountability required by the SDWA legislation.

DRINKING WATER COMPLIANCE (KINGSTON)

133 Dalton Ave
PO Box 820
Kingston K7L 4X6
General Inquiry (613)549-4000
Fax (613)548-6908


The Drinking Water Compliance section is responsible for managing compliance and inspection activities as they relate to drinking water. The section exists as the primary means of assessing the environmental health interventions utilized within the community to protect the communal drinking water resources in Eastern and Northern Ontario. The Compliance Section conducts proactive and reactive inspections of all categories of drinking water systems and responds to adverse water quality incidents.

DRINKING WATER COMPLIANCE (LONDON)

733 Exeter Rd
London N6E 1L3
General Inquiry (519)873-5000
Fax (519)873-5020


The **Drinking Water** Compliance section is responsible for managing compliance and **inspection** activities as they relate to drinking water. The section exists as the primary means of assessing the environmental health interventions utilized within the community to protect the communal drinking water resources in South-West and Central Ontario. The Compliance Section conducts proactive and reactive inspections of all categories of drinking water systems and responds to adverse water quality incidents.

ENVIRONMENTAL SCIENCES AND STANDARDS DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6357
Fax (416)314-6358 


The Environmental Sciences and Standards Division (ESSD) leads the ministry's science, technology, and analytical programs, and provides support to policy and operational decision making by developing standards and guidelines, coordinating the delivery of partnerships including Drive Clean, monitoring the state of Ontario's environment, managing environmental information and providing laboratory services.

DRIVE CLEAN OFFICE

4th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-5856
Fax (416)314-4160
www.driveclean.com
8:00 - 5:00 

In support of clean air, the **Drive Clean** office is responsible for the design and delivery of Ontario's Drive Clean Program. The Drive Clean Program is Ontario's mandatory **vehicle** emissions **inspection** and maintenance program for light duty and heavy duty vehicles. Light duty vehicles in the program area are required to be tested biennially and heavy duty diesel vehicles must be tested annually unless biennial testing incentive earned. The goal is to reduce smog-causing pollutants from vehicles while maintaining high public acceptance. Drive Clean Services are delivered through private service stations under performance agreements, fee-for-service contracts with private industry, and partnerships with associations and companies. The Drive Clean Office manages the contracts, sets program regulations and policies, and directs quality assurance and compliance activities, as well as a dispute resolution process.

ENVIRONMENTAL INNOVATIONS BRANCH


14th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)327-1449
Fax (416)327-1261
8:30 - 4:30 

The **Environmental** Innovations Branch plays a key role in leading the development of new innovative programs and testing new, innovative ideas through pilot projects. The branch also offers services to the Green Industry sector by undertaking activities which promote Ontario's environment industry domestically and internationally. Through the Research and Best Practices Section, EIB explores innovative practices in leading environmental jurisdictions. EIB's **Water** and **Sewage** Support Programs (WSSP) Section works with internal and external clients providing advice and guidance related to existing funding programs as well as the development of new funding initiatives. WSSP is the technical lead for water and sewage projects under the Ontario Small Town and Rural (OSTAR) Infrastructure Program. WSSP acts as the liaison with the Ontario Clean Water Agency to ensure all statutory requirements are met.

Services offered to the Public:

Business Directory
Business Guide

ENVIRONMENTAL MONITORING AND REPORTING BRANCH

West Wing
125 Resources Rd
Etobicoke M9P 3V6
General Inquiry (416)235-6171
Fax (416)235-5770 (Director's Office)
Fax (416)235-6235 (West Wing Mailroom)
8:30 - 5:00 

The **Environmental** Monitoring and Reporting Branch develops and operates province-wide monitoring networks that generate information on the ambient environment, monitoring air, water and terrestrial conditions. Ambient information is augmented by sector-specific programs monitoring **hazardous wastes**, industrial discharges, **drinking water** and **air** emissions, as well


as site specific surveys on localized conditions. Beyond scientific evaluation of conditions related to ecosystem and human health, monitoring information provides the broader public service with critical elements of decision support systems for program, standards and policy development, assessments and planning, permits and approvals, abatement and enforcement, and response to emergencies or local community concerns. The information is also used to inform and engage the public.

KNOWLEDGE MANAGEMENT AND EMERGING SCIENCES BRANCH

8th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-5883
Fax (416)212-4009
8:30 - 5:00


The Knowledge Management and Emerging Sciences Branch (KMES) leads the implementation of the ministry's knowledge management strategy. The goal of this strategy is to improve the way that data, information and knowledge are managed, shared and used within and outside of the ministry. The branch also works with partners and stakeholders to identify emerging and leading scientific/technical expertise and knowledge, and incorporate this knowledge into both the ministry's day-to-day operations and its longer-term strategic decision-making. The roles of the branch include implementing innovative knowledge management practices to share data, information and knowledge; working with partners and stakeholders to identify and incorporate emerging and leading scientific and technical expertise and knowledge; and building the ministry's scientific capacity through collaboration and partnerships with the academic community and with industry.

LABORATORY SERVICES BRANCH

125 Resources Rd
Etobicoke M9P 3V6
General Inquiry (416)235-5743
Fax (416)235-5744
8:30 - 5:00 


Laboratory Services Branch provides analytical laboratory services to support the ministry's monitoring compliance, audit and emergency response needs. This includes the delivery of high quality testing, expert consultation and scientific reference service. The branch also supports the ministry's standards setting through constant method development and the application of relevant analytical technology. The branch also manages the ministry's relationship with private and public sector laboratories.

STANDARDS DEVELOPMENT BRANCH

7th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)327-5519
Fax (416)327-2936
8:30 - 5:00 


Standards Development Branch provides toxicological and risk assessment expertise in support of ministry programs, policies and regulations. The branch develops **environmental** standards to protect human and ecosystem health; identifies, assesses and develops effective solutions to ecosystem and human health threats. The branch delivers on its mandate by focusing on four key program areas: development and promulgation of environmental standards that protect human health and the natural environment; delivery of toxicological and engineering advice with respect to environmental contaminants; administration of the **Pesticides** Act and promotion of safe use of pesticides, assessment of new environmental technology and promotion of technology transfer.

WORKFORCE PLANNING OFFICE

2nd Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-7889
Fax (416)314-7890
8:30 - 5:00 


The Environmental Sciences and Standards Division WorkForce Planning Office provides divisional coordination for financial, human resources, business planning and customer service issues.

INTEGRATED ENVIRONMENTAL PLANNING DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6338
Fax (416)314-6346
www.ene.gov.on.ca
8:00 - 5:00 


The Integrated Environmental Planning Division is responsible for integrating the overall policy development and planning functions of the ministry. This involves integrating and synthesizing all information, data and perspectives on the many aspects of the ministry's mandate. The division consults extensively on developing policies, strategies and programs that support the ministry's core businesses of conservation and environmental protection. The division is organized along functional areas which include the Waste Management Policy, Land Use Policy, Water Policy, Air Policy and Climate Change, Strategic Policy branches as well as the Environmental Liaison Office.

AIR POLICY AND CLIMATE CHANGE BRANCH

4th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-3923
Fax (416)314-4128
www.ene.gov.on.ca
8:30 - 4:30 


The Air Policy and Climate Change Branch is responsible for the development of policies and identification of program needs for the improvement and protection of Ontario's air quality. The branch takes the lead on air issues such as smog, acid rain, fine particulates, ozone depletion, and leads Ontario's position on climate change and activities to reduce greenhouse gas emissions.

ENVIRONMENTAL LIAISON OFFICE

5th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4440
Fax (416)314-8478
www.ene.gov.on.ca
8:30 - 5:00 


The Environmental Liaison Office is responsible for the coordination of the ministry's relations with the federal government, other provincial governments, municipal governments and aboriginal groups as they relate to the environment. The Environmental Liaison Office also coordinates the ministry's relations with the United States and other international jurisdictions concerning environmental issues.

LAND USE POLICY BRANCH

6th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4440
Fax (416)326-0461
Fax (416)314-7200 (Director's Office)
8:30 - 4:30 


The **Land** Use Policy Branch provides advice on integrating land use considerations into ministry policy and program initiatives. The branch fosters information sharing and feedback on emerging environmental issues and trends within the ministry and with external clients on land use management. The branch also supports the development and implementation of ecosystem based environmental strategies and action plans at the local and regional level of government that achieve the ministry's objectives of cleaner air, land and water, and healthier ecosystems.

STRATEGIC POLICY BRANCH

11th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-3372
Fax (416)314-2976
8:30 - 5:00 


The Strategic Policy Branch provides the central strategic policy function for the ministry, including central cabinet liaison responsibilities. The branch's role is to improve policy integration and capacity by forecasting the longer range strategic direction for the ministry, linking long range ministry issues and concepts to inform the development of sound public policy, and effectively integrating ministry policy development from among the core functional areas (air, climate change, waste, water and land) to ensure consistency with the government's priorities.

WASTE MANAGEMENT POLICY BRANCH

7th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4440
Fax (416)325-4437 (7th Flr)
Fax (416)314-9411 (8th Flr)
8:00 - 5:00 

The **Waste** Management Policy Branch is responsible for the development of policies, regulations and legislation to ensure sound and effective management of wastes in Ontario. The branch works with municipalities, the private sector and associations to manage both hazardous and non-hazardous wastes; and promotes waste minimization, diversion and **recycling** activities.


WATER POLICY BRANCH

5th & 6th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-0617
Fax (416)314-3918
Fax (416)314-7200 (Director's Office)
Fax (416)314-3924
8:15 - 4:30 

The **Water** Policy Branch is responsible for the development of policies and programs to protect and restore the quality and quantity of Ontario's water resources. The branch works with other jurisdictions, municipal, federal, other provincial and international interests to develop effective policies and programs for the protection and wise management of ground water, surface water and


drinking water, and promotes water efficiency for ecological, environmental and social economic sustainability.

WORKFORCE PLANNING OFFICE

11th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-1934
Fax (416)314-7890
8:30 - 4:30 


The Workforce Planning Office is responsible for maintaining, monitoring and operating the divisional human resources, financial and administrative data systems for the Assistant Deputy Minister's office and the division; make recommendations to the ADMs office regarding various improvements, enhancements and modifications to the data systems based on ongoing problem resolutions and liaison with client branches. This office also coordinates divisional data for the estimates and workforce planning.

OPERATIONS DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6378
Fax (416)314-6396 


The Operations Division is responsible for delivering programs to protect air quality, surface and ground water quality and quantity; managing the disposal of wastes; ensuring an adequate quality of drinking water and controlling the use of pesticides. In addition, the division is responsible for administering the ministry's approvals, environmental assessments, and licensing programs as well as an investigative and enforcement program to ensure compliance with environmental laws.

ENVIRONMENTAL ASSESSMENT AND APPROVALS BRANCH

12A Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)314-8001
Toll Free 1-800-461-6290
Fax (416)314-8452
8:30 - 5:00 


The **Environmental Assessment** and Approvals Branch provides 'one-window' service for regulatory environmental approvals in Ontario. It is responsible for administering Ontario's Environmental Assessment Act, which applies to the planning of all public sector projects and certain types of private sector **waste** management projects, the Ontario **Water** Resources Act and Environmental Protection Act, under which it reviews and approves technical applications for new or modified waste, water and **sewage** facilities, or facilities which may emit a **contaminant**, including **noise**, to the air. The branch also administers the Pesticide Act, including **licensing** requirements for the sale, use and application of **pesticides**. Within the branch, dedicated staff are available to answer all enquiries regarding its programs from the public and the regulated community. Information and technical guidance on the requirements for specific applications are also available.

ENVIRONMENTAL SWAT TEAM

Suite 1003, 305 Milner Ave
Scarborough M1B 3V4
General Inquiry (416)314-4278
Fax (416)314-4464
8:15 - 4:30 


The **Environmental** SWAT Team is a highly mobile team dedicated to ensuring compliance with Ontario's environmental laws through tough, effective and fair enforcement. Working in partnership with the ministry's district offices, the team targets specific sectors of concern--sectors that have high non-compliance rates and/or may have significant impacts on public health and the environment. The Environmental SWAT Team also includes the Vehicle Emissions Enforcement Unit (known as the **Smog** Patrol). This unit of the team is dedicated to inspecting vehicles suspected of emitting excessive exhaust smoke, or of having emissions control equipment that has been tampered with or removed.

INVESTIGATIONS AND ENFORCEMENT BRANCH


8th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Fax (416)326-5256
8:15 - 4:30 

The **Investigations** and **Enforcement** Branch is responsible for all aspects of **environmental** enforcement within the ministry. The branch complements other ministry programs to ensure compliance with environmental laws.


CENTRAL REGION

9th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Fax (416)325-6356
8:15 - 4:30 


SOUTHWESTERN REGION

733 Exeter Rd
London N6E 1L3
General Inquiry (519)873-5000
Fax (519)873-5008
8:15 - 4:30 


EASTERN REGION

133 Dalton Ave
Kingston K7L 4X6
General Inquiry (613)549-4000
Fax (613)548-6907
8:15 - 4:30 

WEST CENTRAL REGION

9th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7660
Fax (905)521-7181
8:15 - 4:30 


NORTHERN REGION

Rm 331, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1205
Fax (807)475-1777
8:30 - 4:30 

REGIONAL/DISTRICT OFFICES

The Regional/District Offices are responsible for delivering programs to protect **air** quality, surface and ground **water** quality and quantity; managing the disposal of **wastes**; and controlling the use of **pesticides**.


CENTRAL REGION**CENTRAL REGION OFFICE**

8th Flr, 5775 Yonge St
North York M2M 4J1
 General Inquiry (416)326-6700
 Toll Free 1-800-810-8048
 Fax (416)325-6345 (For FOI also)
 8:30 - 5:00 


HALTON-PEEL DISTRICT OFFICE

Suite 300, 4145 North Service Rd
Burlington L7L 6A3
 General Inquiry (905)319-3847
 Toll Free 1-800-335-5906
 Fax (905)319-9902
 8:30 - 5:00


TORONTO DISTRICT OFFICE

8th Flr, 5775 Yonge St
North York M2M 4J1
 General Inquiry (416)326-6700
 Fax (416)325-6346
 8:30 - 5:00 


YORK DURHAM DISTRICT OFFICE

5th Flr, 230 Westney Rd S
Ajax L1S 7J5
 General Inquiry (905)427-5600
 Toll Free 1-800-376-4547
 Fax (905)427-5602
 8:30 - 5:00 

EASTERN REGION**KINGSTON REGIONAL OFFICE**

133 Dalton Ave
 PO Box 820
Kingston K7L 4X6
 General Inquiry (613)549-4000
 Fax (613)548-6908
 Fax (613)548-6911 (Director)
 8:30 - 5:00 


BELLEVILLE AREA OFFICE

Belleville Mall
 470 Dundas St E
Belleville K8N 1G1
 General Inquiry (613)962-9208
 Fax (613)962-6809
 8:15 - 5:00 


CORNWALL AREA OFFICE

1st Flr, 113 Amelia St
Cornwall K6H 3P1
 General Inquiry (613)933-7402
 Fax (613)933-6402
 8:30 - 5:00


KINGSTON DISTRICT OFFICE

133 Dalton Ave
 PO Box 820
Kingston K7L 4X6
 General Inquiry (613)549-4000x2692
 Fax (613)548-6920
 8:30 - 5:00 


OTTAWA DISTRICT OFFICE

2435 Holly Lane
Ottawa K1V 7P2
 General Inquiry (613)521-3450
 Fax (613)521-5437
 8:30 - 5:00 


PETERBOROUGH DISTRICT OFFICE

Robinson Pl South Tower
 2nd Flr, 300 Water St
Peterborough K9J 8M5
 General Inquiry (705)755-4300
 Fax (705)755-4321
 8:30 - 5:00 


NORTHERN REGION**THUNDER BAY REGIONAL OFFICE**

3rd Flr Suite 331, 435 James St S
Thunder Bay P7E 6S7
 General Inquiry (807)475-1205
 Toll Free 1-800-875-7772 (Within Area Codes 807 & 705)
 Fax (807)475-1754
 8:30 - 5:00 

SUDBURY DISTRICT OFFICE

Suite 1101, 199 Larch St
Sudbury P3E 5P9
 General Inquiry (705)564-3237
 Toll Free 1-800-890-8516 (Within Area Codes 705 & 807)
 Fax (705)564-4180
 8:30 - 5:00 

SUDBURY/SAULT STE MARIE DISTRICT OFFICE - SAULT STE MARIE AREA

3rd Flr, 289 Bay St
Sault Ste Marie P6A 1W7
 General Inquiry (705)942-6354
 Toll Free 1-800-965-9990 (Within Area Codes 705 & 807)
 Fax (705)942-6327
 8:30 - 5:00 

THUNDER BAY DISTRICT OFFICE

3rd Flr Suite 331, 435 James St S

Thunder Bay P7E 6S7


General Inquiry (807)475-1315

(807)475-1205 (Regional Office)

Toll Free 1-800-875-7772 (Within Area Codes 705 & 807)

Fax (807)475-1754

Fax (807)473-3160

8:30 - 5:00 **THUNDER BAY/KENORA DISTRICT OFFICE - KENORA AREA**

808 Robertson St


PO Box 5150

Kenora P9N 3X9

General Inquiry (807)468-2718

Toll Free 1-888-367-7622 (Within Area Code 807)

Fax (807)468-2735

8:15 - 5:00 **TIMMINS DISTRICT OFFICE**

Ontario Government Complex

Hwy 101 E

PO Bag 3080

South Porcupine P0N 1H0

General Inquiry (705)235-1500

Fax (705)235-1520

8:30 - 5:00

TIMMINS/NORTH BAY DISTRICT OFFICE - NORTH BAY AREA


Suite 103, 447 McKeown Ave

North Bay P1B 9S9

General Inquiry (705)497-6865

Toll Free 1-800-609-5553 (Within Area Code 705)

Fax (705)497-6866

8:30 - 5:00 **SOUTHWESTERN REGION****SOUTHWEST REGIONAL OFFICE**


733 Exeter Rd

London N6E 1L3

General Inquiry (519)873-5000

Toll Free 1-800-265-7672

Fax (519)873-5020

8:30 - 5:00 **BARRIE DISTRICT OFFICE**


Unit 1203, 54 Cedar Pointe Dr

Barrie L4N 5R7

General Inquiry (705)739-6441

Toll Free 1-800-890-8511

Fax (705)739-6440

8:30 - 5:00 **LONDON DISTRICT OFFICE**


733 Exeter Rd

London N6E 1L3

General Inquiry (519)873-5000

Toll Free 1-800-265-7672

Fax (519)873-5020

8:30 - 5:00 **OWEN SOUND AREA OFFICE**

1580 20th St E


PO Box 967

Owen Sound N4K 6H6

General Inquiry (519)371-2901

Toll Free 1-800-265-3783

Fax (519)371-2905

8:30 - 5:00 **SARNIA DISTRICT OFFICE**


1094 London Rd

Sarnia N7S 1P1

General Inquiry (519)336-4030

Toll Free 1-800-387-7784

Fax (519)336-4280

8:30 - 5:00 **WINDSOR AREA OFFICE**


Unit 620, 4510 Rhodes Dr

Windsor N8W 5K5

General Inquiry (519)948-1464

Toll Free 1-800-387-8826

Fax (519)948-2396

8:30 - 5:00 **WEST CENTRAL REGION****HAMILTON REGIONAL OFFICE**

Ellen Fairclough Bldg


12th Flr, 119 King St W

Hamilton L8P 4Y7

General Inquiry (905)521-7640

Toll Free 1-800-668-4557

Fax (905)521-7820

8:30 - 5:00 

GUELPH DISTRICT OFFICE


4th Flr, 1 Stone Rd W

Guelph N1G 4Y2

General Inquiry (519)826-4255

Toll Free 1-800-265-8658

Fax (519)826-4286

8:30 - 5:00 **NIAGARA DISTRICT OFFICE**


9th Flr Suite 15, 301 St Paul St

St Catharines L2R 3M8

General Inquiry (905)704-3900

Toll Free 1-800-263-1035

Fax (905)704-4015

8:30 - 5:00 **HAMILTON DISTRICT OFFICE**

Ellen Fairclough Bldg


9th Flr, 119 King St W

Hamilton L8P 4Y7

General Inquiry (905)521-7650

Fax (905)521-7806

Fax (905)521-7820

8:30 - 5:00 **SPILLS ACTION CENTRE**

Place Nouveau Bldg

10th Flr, 5775 Yonge St

North York M2M 4J1

General Inquiry (416)325-3000

Toll Free 1-800-268-6060 (Spill and Drinking Water Reports)

Toll Free 1-866-663-8477 (Pollution Hotline - 1-866-MOE-TIPS)

Fax (416)325-3011

24 Hours 

The **Spills** Action Centre (SAC), staffed on a 24-hour basis, receives province-wide reports of spills and coordinates appropriate response actions. The centre also receives adverse **drinking water** notifications and **pollution** hotline calls in addition to reports of occurrences for a number of other ministries and agencies. SAC is responsible for coordinating ministry support under provincial **emergency** plans and for maintaining the ministry's emergency plan for spill-related emergencies. The office also provides guidance pertaining to Ontario's Spill Legislation - Part X of the **Environmental Protection Act**.

AGENCIES, BOARDS AND COMMISSIONS**ENVIRONMENTAL REVIEW TRIBUNAL**


12th Flr Suite 1201, 2300 Yonge St

PO Box 2382

Toronto M4P 1E4


General Inquiry (416)314-4600

Fax (416)314-4506

www.ert.gov.on.ca8:30 - 4:45 

The **Environmental Review Tribunal** is an independent and impartial tribunal established by provincial legislation that holds public hearings regarding **appeals** arising from, amongst other things, the revocation, alteration or issuance of approvals, **licences**, permits or orders under various environmental statutes. These statutes include the Environmental Protection Act, the **Environmental Assessment Act**, Ontario **Water Resources Act**, Ontario **Pesticides Act**, the Environmental Bill of Rights, 1993, the Safe Drinking Water Act and the **Nutrient Management Act**. Under the Niagara Escarpment Planning and Development Act, Tribunal members are appointed to make recommendations/decisions regarding permit development application appeals and plan amendment applications.

ONTARIO CLEAN WATER AGENCY

17th Flr, 1 Yonge St
 Toronto M5E 1E5
 General Inquiry (416)314-5600
 Toll Free 1-800-667-6292
 Fax (416)314-8300
www.ocwa.com
 8:15 - 5:15 

The Ontario Clean **Water** Agency (OCWA) was created in 1993 under the Capital Investment Plan Act with a mandate to provide safe, reliable and cost-effective water and wastewater services to Ontario **municipalities**. The agency currently operates over 400 facilities in the province, ranging in size from small lagoons and pumping stations to metropolitan water treatment and distribution systems. OCWA is not a monopoly and receives no government subsidies. OCWA is a business that competes for its contracts in an open marketplace against private sector companies. The agency reports to the Minister of Environment. OCWA's mission is: "To be the best in the business of producing clean water".

EASTERN REGION

593 Norris Crt
Kingston K7P 2R9
 General Inquiry (613)634-6292
 Fax (613)634-1942

MID-ONTARIO REGION

Unit D, 24 Yonge St S
 PO Box 2654
Elmvale L0L 1P0
 General Inquiry (705)322-5630
 Fax (705)322-5633

MIDWESTERN REGION

Unit B3, 490 Dutton Dr
Waterloo N2L 6H7
 General Inquiry (519)885-7022
 Fax (519)885-8192

NORTHERN REGION

335 Euclid Ave
Thunder Bay P7E 6G6
 General Inquiry (807)475-1350
 Fax (807)475-1531
 8:15 - 4:30


SOUTH PEEL FACILITIES

1300 Lakeshore Rd E
Mississauga L5E 1E9
 General Inquiry (905)274-1223
 Fax (905)274-5906

SOUTHWESTERN REGION

3508 Wonderland Rd S
London N6L 1A7
 General Inquiry (519)652-7014
 Fax (519)652-7020

PESTICIDES ADVISORY COMMITTEE


12th Flr Suite 1203, 2300 Yonge St
 Toronto M4P 1E4
 General Inquiry (416)314-9230
 Fax (416)314-9237
www.opac.gov.on.ca
 8:15 - 4:30 

This **Pesticides** Advisory Committee advises the Minister on matters pertaining to pesticides. It annually reviews the Pesticides Act and regulations, and government publications respecting pesticides and the control of pests. The committee also recommends **classification** for all new pesticide products prior to their marketing and use in Ontario, and publishes an annual report, which is available upon request. For other ministry publications on pests and pest control and information on pesticide licensing, contact the Standards Development Branch, Pesticides Section or the **Environmental** Assessment and Approvals Branch.

ACTS

Capital Investment Plan Act, 1993
Consolidated Hearings Act
Environment Tribunal Act
Environmental Assessment Act
Environmental Bill of Rights Act, 1993
Environmental Protection Act
Ministry of the Environment Act
Municipal Water and Sewage Transfer Act, 1997
Nutrient Management Act
Ontario Water Resources Act
Pesticides Act
Safe Drinking Water Act
Sustainable Water and Sewage Systems Act, 2002
Waste Diversion Act, 2002
Waste Management Act, 1992


MINISTRY OF FINANCE

Frost Bldg S
7th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
Toll Free 1-800-263-7965 (General Inquiry)
Fax (905)433-6777
www.gov.on.ca/fin
8:30 - 5:00 

The mission of the ministry is to establish an environment which will ensure a dynamic, innovative and growing economy and to manage the fiscal, financial and related regulatory affairs of the Province of Ontario. To carry out this mission, the ministry will create a climate for economic growth and job creation in the province; promote the effective and efficient delivery of government services to taxpayers and reduce spending; ensure prudent management of the province's debt; balance the budget; and ensure that public organizations remain accountable to taxpayers for the use of their funds.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND CORPORATE AFFAIRS BRANCH

Frost Bldg N
3rd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0333
Fax (416)325-0339
www.gov.on.ca/fin
8:30 - 5:00 


The Communications and Corporate Affairs Branch provides strategic communications advice and planning to the Minister of Finance, the Deputy, all ministry divisions and, where appropriate, other ministries. The services include: communications planning for ministry programs, policies and initiatives; issues management; developing communications policies for the ministry; responding to public and media enquiries; advertising strategies and implementation; news releases; event planning; media monitoring and analysis; communications evaluation; speeches. The Branch tracks and coordinates responses to all ministerial correspondence and provides information and research services to support ministry staff in their policy role.

CORPORATE COMMUNICATIONS

Frost Bldg N
3rd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0333
8:30 - 5:00


The Corporate Communications unit is responsible for maintaining the Ministry's internet Web site and coordinating the Finance intranet.

CORRESPONDENCE

Frost Bldg N
3rd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0333
Fax (416)325-0021
8:30 - 5:00 


The Correspondence unit coordinates and monitors the status of Minister's correspondence.

ISSUES AND MEDIA RELATIONS

Frost Bldg N
3rd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0333
Fax (416)325-0339
8:30 - 5:00 


The Issues and Media Relations unit monitors media coverage to identify, analyze, respond to, and manage emerging contentious issues as they relate to the Ministry of Finance, supporting briefings to the Minister and media responses on these matters.

INTERNAL AUDIT SERVICES


11th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8320
Fax (905)433-5222 (Oshawa)
Fax (416)325-5096 (Toronto)
8:30 - 5:00 

Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor in the Internal Audit Division.

INTERNAL AUDIT SERVICES - OSHAWA


3rd Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (416)325-8320 (Toronto)
8:30 - 5:00 

LEGAL SERVICES BRANCH

11th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-1455
Fax (416)325-1460
8:30 - 5:00 

Legal services for the Ministry of Finance are provided by this branch. It counsels the ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services include litigation, prosecutions, settling claims, drafting agreements and provincial legislation, providing legal advice on government financial matters, tax policy, administration and enforcement, and the issue and sale of government of Ontario securities.

LEGAL SERVICES BRANCH - OSHAWA


Michael Starr Bldg
6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5657
Fax (905)436-4510
8:00 - 5:00 

CENTRAL AGENCIES INFORMATION AND INFORMATION TECHNOLOGY CLUSTER

5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797
Fax (905)433-5708
8:30 - 5:00


The Central Agencies Information and Information Technology Cluster supports the Ministry of Finance, Management Board Secretariat and Cabinet Office. The Cluster is closely aligned to the core businesses of the ministries and is absolutely essential to the efficient and cost effective delivery of services, the growth of those businesses and their contribution to the agendas of both the ministries and the government. Although there is a wide range of diversity of technology, it is matched to meet the business needs, is well-integrated and designed to meet corporate I & IT directions.

CORPORATE BUSINESS SOLUTIONS BRANCH

George Drew Bldg
14th Flr, 25 Grosvenor St
Toronto M7A 1R1
General Inquiry (416)314-1162
(416)326-9300 (SSB/WIN Contact Centre)
Fax (416)327-9254
8:30 - 5:00 


The Corporate Business Solutions Branch maintains and operates the corporate payroll, attendance and financial systems for the Ontario Public Service, i.e. WIN, Corpay and IFIS.

ENTERPRISE BUSINESS SOLUTIONS BRANCH

5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6595
Fax (905)433-6461
8:30 - 5:00 

Enterprise Business Solutions is responsible for providing leadership in the planning, development and support of business solutions, through services such as: assisting clients in their business planning by providing expertise to ensure that I&IT solutions will align with program goals and commitments; providing application development expertise for implementing new business applications and major enhancements for PC, mainframe, client server and Internet platforms; managing I&IT projects; providing business re-engineering services; and monitoring projects and customer satisfaction on an ongoing basis.


ENTERPRISE TECHNOLOGY SOLUTIONS BRANCH

5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797
(905)433-5100 (Oshawa Service Desk - Finance Oshawa)
(416)327-2700 (Toronto Service Desk - MBS)
Fax (905)436-4449 (Enterprise Technology Solutions Branch)
Fax (905)436-4589 (Head, Enterprise Technology Solutions Branch)
8:00 - 5:00 

The Enterprise Technology Solutions Branch (ETS) is responsible for managing the IT infrastructure on behalf of the Ministry of Finance (MOF) and Management Board Secretariat


(MBS), which encompasses: IT security, database design; network and telecommunications; forms design; hardware and software acquisitions; hardware and software maintenance; capacity and performance management; incident reporting and management; service desk; desktop and peripherals deployment and support; file and print services; E-mail services; remote access; and data centre operations. In addition, ETS provides support for numerous specialized MOF and MBS applications.

MANAGEMENT SERVICES OFFICE

Michael Starr
5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797 (Oshawa)
General Inquiry (416)327-2821 (Toronto)
Fax (905)436-4449 (Oshawa)
Fax (416)327-2530 (Toronto)
8:30 - 5:00 


The Management Services Office is responsible for information and information technology (I&IT) strategic planning, business planning, finance and administration, and project management for the Cluster.

ENTERPRISE PLANNING

Michael Starr
5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5257
8:30 - 5:00 

Enterprise Planning coordinates the cluster's strategic I&IT planning activities including developing the cluster enterprise plan and ensuring linkages with corporate and business plans to deliver solutions that satisfy business needs.

FINANCE AND ADMINISTRATIVE SERVICES

Michael Starr
5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797
8:15 - 4:30 


The Finance and Administration section provides financial management, including governance and funding models, forecasts and budgets, procurement and administrative services. This section also manages the Recorded Information Management Program for the Ministry of Finance.

ADMINISTRATIVE SERVICES - OSHAWA

Michael Starr Bldg
5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797
8:15 - 4:30 


The Administrative Services-Oshawa section provides procurement and administrative services for all Oshawa based sections of the cluster.

ADMINISTRATIVE SERVICES - TORONTO

Ferguson Block
4th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2841
8:15 - 4:30 


The Administration-Toronto section provides procurement and administrative services for all Toronto based sections of the cluster.

PROJECT MANAGEMENT OFFICE

Michael Starr
5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797
8:30 - 5:00 


The Project Management Office (PMO) provides expertise and leadership in the development and continuing evolution of a project management culture and environment that supports the delivery of quality I&IT products, services, and support and enables customers to achieve their respective business agendas. Areas of expertise include: project management/systems development methodology, information repository, resource management, performance management, business process improvement and change management.

CORPORATE AND QUALITY SERVICE DIVISION

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6844
Fax (905)433-6688
8:30 - 5:00 

The Corporate and Quality Service Division delivers planning, advisory, quality service leadership and controllership functions to ensure that direction and management of operating programs is consistent with Ontario government policy and legislative directions. The division provides corporate support services including: call centre and customer service operations; data capture and cash management for all collections under the taxation statutes administered by the ministry; coordination and production of ministry documents such as the Ontario Budget; and administers the Freedom of Information and Protection of Privacy Act for the ministry. The division also manages the service and accountability relationships with the Internal Audit Division and Shared Services Bureau of Management Board Secretariat, and ensures proper levels of support to the ministry and its client groups.


BUDGET SECRETARIAT

Frost Bldg N
3rd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-1588
Fax (416)325-0969
8:30 - 5:00 

Budget Secretariat is responsible for the coordination and the production of the Ontario Budget, Fall Economic Statement and other high-profile ministry projects. Additional responsibilities include managing and providing support to ministry consultations and delegations, developing and managing two annual ministry charitable campaigns, providing creative design and production/publication advice and assistance to the ministry and government. The Secretariat is also


responsible for ensuring that physical security and fire safety for the Frost Building Complex and its occupants is adequate.

CORPORATE PLANNING AND FINANCE BRANCH

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5644
Fax (905)433-5124
8:30 - 5:00 


The Corporate Planning and Finance Branch is responsible for corporate resource management processes and support systems, preparing expenditure estimates, program evaluation, monitoring operational performance and recommending appropriate actions. It is also responsible for analyzing and reviewing resource implications of Cabinet and Management Board submissions. It liaises with central agencies and other ministries, supports and advises the ministry executive on resource management, planning and policy issues. In addition, the branch provides central facilities design and accommodation services; IT and physical security; controllership and reporting and support for Local Service Realignment activities through the Revenue Service Centre. Responsibilities also include the day-to-day liaison with the Shared Services Bureau in the delivery of business support services.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE (FOI)

Frost Bldg N
6th Flr, Rm 665, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-8370
Fax (416)325-1931
8:30 - 5:00 


The Freedom of Information and Protection of Privacy Office handles all requests for information under the Freedom of Information and Protection of Privacy Act.

HUMAN RESOURCES BRANCH

2nd Flr, 33 King St W
Oshawa L1H 8H5
11th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (905)433-6092
(416)325-8260 (Toronto)
TTY (416)325-8237 (Toronto)
Fax (905)433-6588 (Oshawa)
Fax (416)325-8299 (Toronto)
8:15 - 5:00 


The Human Resources Branch performs the human resources management function for the Ministry of Finance, Office of the Premier and Cabinet Office. The branch is responsible for establishing ministry human resources policies and procedures, creating appropriate classification and compensation levels for employees, recruiting staff, counselling employees, coordinating and development, human resources planning, investigating employee grievances and handling all matters affecting work conditions and performance. The branch maintains the ministry's personnel, payroll and employee benefit records. It serves as a liaison between the ministry, Management Board of Cabinet, the Ontario Public Service Employees Union (OPSEU), AMAPCEO and the Shared Services Bureau (Payroll Benefits and Generic Training). This branch also coordinates the ministry's French Language Services and Equal Opportunity Programs.

REVENUE OPERATIONS AND CLIENT SERVICES BRANCH

7th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5858
Fax (905)433-6288
8:30 - 5:00 


The Revenue Operations and Client Services Branch supports the Ontario government's financial objectives in its high-speed tax remittance processing centre, as well as operating the ministry's telephone call centre. The branch also administers tax rebates for Alternative Fuel, Permanently Physically Disabled and Appliance Rebate Programs and provides additional client services for the ministry including mail processing (Toronto and Oshawa locations), printing and convenience copier services, boardroom bookings, vehicle fleet, parking control and the Oshawa switchboard. The branch also provides call centre and data processing services for other Ministries.

MINISTRY INFORMATION CENTRE

2nd Flr, 33 King St W
Oshawa L1H 8H5
(905)433-6004 (Oshawa Public Enquiry Centre)
TTY 1-800-263-7776
Toll Free 1-800-263-7965
Toll Free French 1-800-668-5821
Fax (905)433-6777
8:15 - 5:00 


The Ministry Information Centre provides program and account-specific information on behalf of Ontario's **taxation** and financial programs including: **Corporations** Tax, Employer **Health** Tax, Gas, **Fuel** and **Tobacco** Taxes, International Fuel Tax Agreement, **Land** Transfer Tax and Refunds, Provincial Land Tax, Tax for Fuel Conservation, Used **Vehicle** Information Program, Permanently Physically **Disabled** Program, **Propane**/Alternative Fuel Refunds, **GAINS**, Ontario Tax Credits, Ontario **Child Care** Supplement for Working Families, Employee Share Ownership Plan, Ontario Labour Sponsored **Investment** Fund, Ontario Research Employees Stock Option Credit, Community Small Business Investment Fund, Ontario Research Employees Stock Option Credit, Financial Services Commission, **Property** Tax Policy, Appliance Rebate Program, Debt Retirement Charge, Provincial Sales Tax, Ontario Savings, **Hydro Bonds** and Opportunity Bonds. The Centre also responds to calls on behalf of other ministries such as the Employment Standards Act on behalf of the Ministry of Labour.

REVENUE AND DATA PROCESSING

7th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5846
Fax (905)436-4494
8:30 - 5:00 


In partnership with other provincial ministries and government bodies (e.g. OPP, Canada Revenue Agency, Ministry of Natural Resources, Ministry of Community Safety & Correctional Services), the Revenue and Data Processing section of Revenue Operations and Client Services Branch provides a cost-effective, re-engineered remittance processing, document imaging/retrieval and data capture service for all taxes, fines and fees for the Ministry of Finance and its agencies, as well as for each of the above partners.

FISCAL AND FINANCIAL POLICY DIVISION

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Y7
General Inquiry (416)327-2020
Fax (416)325-0290
8:30 - 5:00 


The Fiscal and Financial Policy Division provides the Minister of Finance and the government of Ontario with advice and assistance on all aspects of fiscal and financial policy, fiscal planning, financial standards and reporting, and overall stewardship of the financial resources of the province.

FISCAL PLANNING BRANCH

Frost Bldg S
4th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2020
Fax (416)327-9115
8:30 - 5:00 


The Fiscal Planning Branch provides advice and support on the overall fiscal framework and strategy for the government, including the ongoing monitoring and management of Ontario's fiscal plan. The fiscal plan consists of the projected budget balance, supported by expected spending and revenue for the current fiscal year and for the medium term. The branch develops the Quarterly Ontario Finances and coordinates Budget Paper B as part of the annual Ontario Budget. In addition, the branch provides fiscal policy advice and analysis to the minister and senior officials on corporate and cross-ministry issues, as well as on all major expenditure program areas. The branch develops the strategic framework for expenditure savings initiatives and is responsible for development of the overall capital envelope.

FISCAL RESEARCH AND DEVELOPMENT

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Y7
General Inquiry (416)326-3352
Fax (416)212-6233
8:30 - 5:00 

The Fiscal Research and Development (FRD) unit works with other ministries and external stakeholders to support the development of the Government's accountability initiatives. The unit is responsible for the Public Sector Salary Disclosure and also conducts research to support the Fiscal and Financial Policy Division in developing the knowledge and expertise needed to be an innovative leader in accountability.

OFFICE OF THE PROVINCIAL CONTROLLER

Frost Bldg S
1st Flr Rm 162, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-8050
Fax (416)325-2029
8:00 - 5:00 

The Office of the Provincial Controller recommends Ontario's financial management and reporting policies and standards to the government. It reports on the province's financial position to the public and the Legislature through the annual tabling of the Public Accounts. It works closely with the

Office of the Provincial Auditor and the Canadian Institute of Chartered Accountants on the development of standards for government reporting and financial management practices. It promotes effective financial management and modern **controllershship** practices for ministries to ensure they produce relevant high quality financial information for decision making. It ensures that financial controls and recording systems are in place to safeguard the province's assets. It develops and delivers training and provides advice and expertise to ministries on modern controllershship (including risk management and financial management), and on Public Sector Accounting Board accounting policy implementation.

INTEGRATED FINANCIAL INFORMATION SYSTEM (IFIS)

6th Flr, 56 Wellesley St W


Toronto M7A 2E7

General Inquiry (416)325-2200

Fax (416)325-8442 (16th Flr, I&IT, Rollout Support Team)

Fax (416)325-6382 (16th Flr, Project Management)

Fax (416)325-1520 (ADM, Operations, Change Mgmt., Education & Training)

8:30 - 5:00 

The Integrated Financial Information System (IFIS) project is a multi-year investment in the province's administrative infrastructure to transform the financial policies, processes, systems, skills and organization in order to implement the best financial management practices across the Ontario Public Service such as: single enterprise-wide integrated financial information system, enhanced work flow, electronic commerce, shared services and accrual accounting to PSAAB standards.

OFFICE OF ECONOMIC POLICY


Frost Bldg N

5th Flr, 95 Grosvenor St

Toronto M7A 1Z1

General Inquiry (416)325-0840

Fax (416)325-9224

8:30 - 5:00 

The Office of Economic Policy provides the Minister of Finance and the government with economic analysis and policy advice on a wide range of economic, fiscal and financial issues and trends that affect economic growth and job creation. Specific areas include: macroeconomic projections and revenue forecasts; development of economic policy initiatives for the annual budget; labour market and socioeconomic issues; demographic analysis and population forecasts; sectoral and regional economic analysis; R&D and innovation policy analysis; and financial services sector, including securities and auto insurance regulatory policy. The Office of Economic Policy also liaises with Statistics Canada and produces the quarterly Ontario Economic Accounts.

INDUSTRIAL AND FINANCIAL POLICY BRANCH


Frost Bldg N

4th Flr, 95 Grosvenor St

Toronto M7A 1Z1


General Inquiry (416)325-0900

Fax (416)325-1187

8:30 - 5:30 


The Industrial and Financial Policy Branch provides the Ministry of Finance with policy research, analysis and development services regarding Ontario's interest in, and regulation of, the financial services sector. It also provides analytical support and policy advice on a wide range of microeconomic issues related to economic growth and job creation. These include policy areas such as sectoral industrial and regional performance, capital market structure and access to capital, innovation, technology and the environment.

DEPOSIT-TAKING INSTITUTIONS POLICY

College Park
10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)326-9210
Fax (416)327-0941
8:30 - 5:30 


Deposit-Taking Institutions Policy undertakes research, policy analysis and development on matters concerning banks, loan and trust corporations, credit unions and caisses populaires, and mortgage brokers.

INDUSTRIAL SECTORS POLICY

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0900
8:30 - 5:30 


Industrial Sectors Policy undertakes policy research and analysis and provides policy advice on issues related to industries, and business climate and regulation, including the environment and housing.

INSURANCE AND COOPERATIVES POLICY

College Park
10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)326-9210
Fax (416)327-0941
8:30 - 5:30 


Insurance and Cooperatives Policy undertakes research, policy analysis and development on insurance (including auto insurance) and cooperative matters.

REGIONAL ECONOMICS AND INNOVATION POLICY

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0900
8:30 - 5:30 


Regional Economics and Innovation Policy undertakes policy research and analysis and provides policy advice on issues related to regional economics and innovation policy.

SECURITIES POLICY

College Park
10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)326-9210
Fax (416)327-0941
8:30 - 5:30 


Securities Policy undertakes regulatory policy analysis and advice on securities issues.

LABOUR AND DEMOGRAPHIC ANALYSIS BRANCH

Frost Bldg N
5th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0802
Fax (416)325-0841
8:30 - 5:00 


The Labour and Demographic Analysis Branch conducts research, provides analysis and develops policy options in the areas of demographics, labour economics and social policy such as: population projections and analysis, job creation, youth and older workers, employment and unemployment, training, education, incomes and compensation, collective bargaining, public sector analysis, low income, and employment standards.

MACROECONOMIC ANALYSIS AND POLICY BRANCH

Frost Bldg N
6th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0755
Fax (416)325-0796
8:30 - 5:00 


The Macroeconomic Analysis and Policy Branch is responsible for analyzing the overall state of Ontario's economy. In particular, it is charged with developing the macroeconomic and revenue forecasts for the province, with monitoring current economic conditions and producing the quarterly Ontario Economic Accounts, and with assessing the macroeconomic impact of both provincial policy and major internal and external economic developments (e.g. changes in interest rates/exchange rates).

OFFICE OF THE BUDGET AND TAXATION

Frost Bldg S
4th Flr, 7 Queen's Park Cres
Toronto M7A 1Z2
General Inquiry (416)314-0700
Fax (416)326-0046
9:00 - 5:00 

The Office of the **Budget** and **Taxation** acts as the central focus point for the Ontario Budget planning and production processes. The office also formulates policies on taxation, federal-provincial finance, pensions and income security, as well as designing Ontario's tax legislation.


CORPORATE AND COMMODITY TAXATION BRANCH

Frost Bldg N
2nd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-2637
Fax (416)314-8635
8:30 - 5:30 

The Corporate and Commodity Taxation Branch provides advice and assistance to the Minister of Finance and the government in formulating corporate, sales and commodity tax policy and ensures that tax legislation and regulations effectively express the province's tax policies. Input is also provided into the Ontario Budget and various other major economic/fiscal government documents. In addition, the branch identifies opportunities to improve existing legislation and regulation,


- supports the Minister in the legislature during the passage of legislation and provides advice on requests for remission orders and Orders in Council for corporate, sales and commodity taxes.

PENSION AND INCOME SECURITY POLICY BRANCH

Frost Bldg S
5th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0133
Fax (416)327-0160
8:30 - 5:00 


The **Pension** and Income Security Policy Branch contributes to the formulation of Ontario's overall income security and pension policy. Income security policy includes changes to income security programs such as child benefits, CPP, Ontario Child Care Supplement for Working Families, Ontario Guaranteed Annual Income System (GAINS) for **seniors**, social assistance, disability compensation and the interaction of income security programs with the tax system. Public sector pension policy involves the financial aspects of issues related to teachers, public service and broader public sector (OMERS, Hydro, HOOPP and CAAT) employment pension plans and changes to Workplace Safety and Insurance Board benefits. The branch is also responsible for the legislative framework of Ontario's pension system and provides policy advice to the Minister regarding reforms and initiatives for the legislation applicable to employer-sponsored pension plans.

PERSONAL INCOME TAXATION AND FISCAL ARRANGEMENTS BRANCH

Frost Bldg S
5th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0230
Fax (416)327-0260
8:30 - 5:30 


The Personal Income Taxation and Fiscal Arrangements Branch provides advice and assistance to the Minister of Finance and the government in formulating personal income tax and employer health tax policy and ensures that tax legislation and regulations effectively express the province's tax policies. In addition, the branch makes recommendations to advance Ontario's interest in areas of federal-provincial finance, including Canada Health and Social Transfer, fiscal equalization and federal-provincial cost-shared programs review. Input is also provided into the Ontario budget and various other major economic/fiscal government documents.

PROVINCIAL LOCAL FINANCE SECRETARIAT

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8796
Fax (416)325-7644
8:30 - 5:00 


The Provincial Local Finance Secretariat is responsible for policy analysis and development, legislation and operational initiatives that support Local Services Realignment and Property Tax reform. The Secretariat also monitors, and proposes options to enhance the fiscal and financial relationship between the Province and municipalities.

PROPERTY TAX POLICY BRANCH

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8796
Fax (416)314-7670
8:30 - 5:00 


The **Property Tax** Policy Branch is responsible for the development of policies relating to property assessment and property taxation in Ontario (including municipal taxes, education taxes and provincial land taxes). The branch is also responsible for the design and interpretation of property tax legislation and regulations (including the Assessment Act, the property tax provisions of the Municipal Act and Education Act and the Provincial Land Tax Act).

PROVINCIAL LOCAL FINANCE AND MODELLING UNIT

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8796
Fax (416)314-3853
8:00 - 5:00 


The Provincial Local Finance and Modelling Unit provides corporate coordination of the Local Service Realignment (LSR) initiative including the Community Reinvestment Fund (CRF). The unit performs financial analysis of the municipal and provincial changes resulting from LSR and provides analysis on initiatives that impact local finance and funding.

STAKEHOLDERS RELATIONS UNIT

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8796
Fax (416)314-7670
8:30 - 5:00 


The Stakeholder Relations Unit provides support to municipalities and taxpayers in understanding the **property tax** system and provincial local finance arrangements. The unit also works with key ministries to collaborate and develop an integrated approach on initiatives that impact local finances.

TAX REVENUE DIVISION

Michael Starr Bldg
6th Flr, 33 King St W
PO Box 627
Oshawa L1H 8H5
Toll Free 1-800-263-7965
Fax (905)433-6686
8:30 - 5:00 


The Tax Revenue Division administers Ontario's tax statutes, tax credits and benefit programs. The division is committed to operating a fair, effective, cost-efficient, confidential tax system, which minimizes the regulatory burden and administrative cost to individuals and businesses. The integrity of the province's self-assessing system is maintained by encouraging compliance through taxpayer information services and an independent objections review, while discouraging non-compliance and tax evasion through collection activities, audits and investigations. The 12 branches in the division consist of four statute branches, four functional branches and four regional tax offices. Specific statutes administered by the division are included in branch descriptions.

COLLECTIONS AND COMPLIANCE BRANCH

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6677
Toll Free 1-800-263-7773
Fax (905)433-6266
8:30 - 5:00 

The Collections and Compliance Branch is responsible for the collection of delinquent **taxes** and returns for tax statutes administered by the Ministry of Finance. The branch encourages voluntary compliance by identifying non-registered businesses, contacting businesses to ensure they are registered for tax purposes and educating taxpayers on the requirement to file returns and remittances on time. Progressive collection actions are employed to collect outstanding returns and past due taxes, penalties and interest.

CORPORATIONS TAX BRANCH

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6500
Fax (905)433-6998
www.trd.fin.gov.on.ca
8:30 - 5:00 

The **Corporations** Tax Branch administers the Corporations Tax Act, which deals with the corporations income tax (based on taxable income) and capital tax (based on taxable paid-up capital). The branch also handles consents to revive or surrender charters or to dissolve a corporation voluntarily. Income tax and premium tax on **insurance** companies (based on taxable insurance premiums) is also a branch responsibility. In addition, the Corporations Tax Branch administers the **Mining** Tax Act. Mining taxes are based on profits generated from producing mines in Ontario in accordance with the Act. The branch also administers the payments in lieu (PILs) of taxes under the Electricity Act.

Services offered to the Public:


Corporations Tax

DESK AUDIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)837-3889
Toll Free 1-866-805-7702 (Pickering)
8:30 - 5:00 


The Desk **Audit** section processes tax adjustments and performs audits based on submitted information.

FIELD AUDIT OFFICES


Bell Bldg
4th Flr, 55 Athol St
Oshawa L1H 1J8
General Inquiry (905)433-6515
8:30 - 5:00 

The Corporations Tax Branch maintains a Field Audit office in Oshawa.

FIELD AUDIT - OSHAWA


Bell Bldg
4th Flr, 55 Athol St
Oshawa L1H 1J8
General Inquiry (905)433-6515
(416)920-9048 (Toronto)
Toll Free 1-800-262-0784
Fax (905)433-5283
Fax (905)440-4157
8:30 - 5:00 

ACCOUNTING OPERATIONS UNIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6708
(416)920-9048x3036 (Toronto)
Toll Free 1-800-262-0784
Fax (905)433-5197
8:30 - 5:00 


The Accounting Operations Unit resolves queries and issues relating to amounts paid on account, interest charges and penalties assessed or reassessed.

DATA INTEGRITY

Michael Starr Bldg
4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6565
Fax (905)433-5384
8:30 - 5:00 


The Data Integrity unit reviews processed corporations tax returns for compliance with corporations tax legislation.

RETURNS PROCESSING CENTRE

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
(905)436-4440 (D-File Returns)
(905)433-6700 (Paper Returns)
Fax (905)433-5287 (D-File Returns)
8:30 - 5:00 


The Returns Processing Centre receives and processes all corporate tax returns filed with the **Corporations Tax Branch**.

SPECIALTY ASSESSMENTS UNIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-5450
Fax (905)433-6137
8:30 - 5:00 


The Specialty Assessments Unit reviews and **audits** all tax credits claimed on corporate tax returns.

TAXROLL SERVICES UNIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6666
Fax (905)433-5418
8:30 - 5:00 


The Taxroll Services Unit resolves issues relating to a corporation's liability to file a tax return, legal entity status, corporate registrations, corporate revivals, consents to dissolve and address changes.

QUALITY ASSURANCE UNIT

4th Flr, 33 King St W
Oshawa L1H 8H6
General Inquiry (905)433-6500
Fax (905)433-6998
www.trd.fin.gov.on.ca
8:30 - 5:00 


The Quality Assurance Unit ensures consistent application of corporations tax legislation and audit policies and procedures. In addition, the unit provides advance rulings under the Ontario Business Research Institute Tax Credit

TAX ADVISORY

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H8
General Inquiry (905)433-6513
Fax (905)433-6747
www.trd.fin.gov.on.ca
8:30 - 5:00 

The Tax Advisory section provides advance rulings and legislative interpretations on the acts administered by the branch.

INCOME TAX RELATED PROGRAMS BRANCH


33 King St W
PO Box 624
Oshawa L1H 8H8
TTY 1-800-263-7776
Toll Free 1-800-263-7965
Toll Free French 1-800-668-5821
Fax (905)436-4471
8:30 - 5:00 

The Income Tax Related Programs (ITRP) Branch administers the Employer Health Tax Act and the following Programs: Guaranteed Annual Income System, Ontario Tax Reduction, **Property Tax Credit**, Sales Tax Credit, Political Contribution Tax Credit, Ontario Home Ownership Savings Plan, Cooperative Education Tax Credit, Graduate Transitions Tax Credit, **Workplace Child Care Tax Credit**, Workplace Accessibility Tax Credit, Education Technology Tax Credit, Ontario Focused Flow-Through Share Tax Credit, Ontario School Bus Safety Tax Credit, Ontario Research Employee Stock Option Credit, Ontario Child Care Supplement for Working Families and Ontario Opportunities Fund.

Services offered to the Public:


Co-op Education Tax Credit
Employee Ownership Labour Sponsored Venture Capital Corporation
Employer Health Tax
Employer Health Tax for Self-Employed Individuals
Guaranteed Annual Income System
Labour Sponsored Investment Funds
Ontario Child Care Supplement for Working Families Program
Ontario Home Ownership Savings Plan
Ontario Investment and Employee Ownership Program
Ontario Opportunities Fund
Ontario Research Employee Stock Option (ORES) Credit
Ontario Tax Reduction
Political Contribution Tax Credit
Property and Sales Tax Credits

AUDIT

33 King St W
 PO Box 624
 Oshawa L1H 8H8
 Toll Free 1-800-263-7466 (BIPS Hotline)
 Toll Free 1-800-265-9005
 Fax (905)436-4471
 8:30 - 5:00 


The **Audit** section performs field and desk audits for the Employer Health Tax program and develops audit strategies for the Ontario Tax Credit programs. This section also includes the Business Investment Plans (BIPS) unit, which administers the Community Small Business Investment Funds Act.

EMPLOYER HEALTH TAX - TAXROLL MONITORING UNIT

33 King St W
 PO Box 624
 Oshawa L1H 8H8
 Toll Free 1-800-265-9005
 Toll Free French 1-800-265-1193
 8:30 - 5:00 

The Employer Health Tax - Taxroll Monitoring unit is responsible for addressing EHT defaults; monitoring employers close to the exemption threshold; clearing T4 summary differences; identifying associated corporations and identifying audits requiring field visits.


OPERATIONS

33 King St W
 PO Box 624
 Oshawa L1H 8H8
 Toll Free 1-800-263-7466 (OCCS)
 Toll Free 1-800-263-7965
 Fax (905)433-6668 (GAINS, OHOSP & OCCS)
 8:30 - 5:00 

The Income Tax Related Programs Branch's Operations section consists of four units: Guaranteed Annual Income System (GAINS), Ontario Home Ownership Savings Plan (OHOSP), Programs and Services, and the Ontario Child Care Supplement for Working Families program (OCCS). The

Programs and Services section provides operational support to Employer Health Tax (EHT) administration and services to the public through the Oshawa Tax Information Centre.

OSHAWA TAX INFORMATION CENTRE

1st Flr, 33 King St W
PO Box 624
Oshawa L1H 8H8
General Inquiry (905)436-4571
Toll Free 1-800-265-9005
Toll Free French 1-800-265-1193
Fax (905)436-4474
8:30 - 5:00 


The Oshawa Tax Information Centre administers both Employer Health Tax and **Retail Sales Tax** compliance services and, in addition, provides information and direction for all programs administered by the Tax Revenue Division. Clients are able to obtain a one-window access to all Ontario tax programs through a common counter.

TAX ADVISORY

33 King St W
Oshawa L1H 8H8
Toll Free 1-800-265-9005
Fax (905)436-4471
8:30 - 5:00 

Tax Advisory section provides legislation, program advisory and communication support for the programs administered by the branch.

MOTOR FUELS AND TOBACCO TAX BRANCH

3rd Flr, 33 King St W
Oshawa L1H 8H9
General Inquiry (905)433-6393
Toll Free 1-800-263-7965
Fax (905)436-4511
8:30 - 5:00 


The Motor **Fuels** and **Tobacco** Tax Branch administers the Gasoline Tax Act (GTA), Fuel Tax Act (FTA), Tobacco Tax Act (TTA), Land Transfer Tax Act, Provincial Land Tax Act, wind-down of the Succession Duty Act, tax on gross receipts in organized areas (**Municipal** Act) and collects Gross Revenue Charge and Payments in Lieu of additional municipal and school taxes pursuant to the Electricity Act. Tobacco, gas and fuel taxes are collected by designated collectors and applicable tax refunds are provided. Land Transfer Tax is payable at Land Registry Offices or on unregistered dispositions at the Ministry of Finance. Land Transfer Tax refunds are provided to first time home-buyers, up to \$2000, on a newly constructed home purchase. Provincial Land Tax is tax on **property** and gross receipts of telephone and telegraph companies, in unorganized areas.

Services offered to the Public:

Collector Designation - FTA
Collector Designation - GTA
Collector Designation - TTA
Dyer Registration Certificate - FTA
Electricity Act
Exporter's Registration Certificate - FTA
Exporter's Registration Certificate - GTA

Fuel Acquisition Permit - FTA
Fuel Acquisition Permit - Kerosene (FTA)
Fuel Acquisition Permit - Tobacco Curing (FTA)
Fuel Tax
Gasoline Tax
IJT Registration Certificate - GTA
IJT of Middle Distillate Fuel Registration Certificate-FTA
Importer's Registration Certificate - FTA
Importer's Registration Certificate - GTA
International Fuel Tax Agreement (IFTA) Licencing -GTA, FTA
Land Transfer Tax
Ontario Trip Registration Certificate - Single Trip Permit (FTA)
Propane Exemption Certificate - GTA
Provincial Land Tax
Registration Certificate - TTA
Succession Duty
Tobacco Tax
Transit Permit for Bulk Tobacco Products - TTA
Unmarked Cigarette Dealer's Permit - TTA
Wholesale Dealer's Permit (Tobacco) - TTA

RETAIL SALES TAX BRANCH


3rd Flr, 33 King St W
 Oshawa L1H 8H5
 General Inquiry (905)433-6170
 Fax 1-877-482-9329 (Fax on Demand - Tax Fax)
 Fax (905)433-5433 (Director)
www.trd.fin.gov.on.ca
 8:30 - 5:00 

The **Retail Sales Tax** Branch administers the Retail Sales Tax Act, the Race Tracks Tax Act and the Debt Retirement Charge Program. Retail Sales Tax (RST) is a consumption tax and is payable on the purchase of taxable goods, taxable services, admission prices and insurance premiums. Vendors are required to collect RST from purchasers at the time of sale and remit it to the ministry. The branch supports four regional tax offices in North York, Mississauga, London and Ottawa, as well as field offices located in Durham, Hamilton, Kitchener, North Bay, Oshawa, Thunder Bay and Windsor. These offices issue Vendor **Permits** and provide a variety of services to taxpayers and their representatives to assist them in understanding and complying with the law. Information is provided through correspondence, field visits, sales tax guides, bulletins, seminars and lectures. Refunds and rebates to various claimants are also verified and processed in accordance with the law.

Services offered to the Public:

Debt Retirement Charge Program
Rebate for Vehicles to Transport a Person with a Permanent Physical Disability
Rebate on Energy-Efficient Electrical Household Appliances
Refunds
Tax for Fuel Conservation
Used Vehicle Information Program
Vehicles Powered by Alternative Fuels, including Hybrid Electric Vehicles

AUDIT CONTROL AND ANALYSIS

3rd Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6170
8:30 - 5:00 


Audit Control and Analysis is responsible for centralized budgetary planning, gathering audit related data, establishing and monitoring performance benchmarks. Customized and standardized management reports are provided to support regional tax office activities. The unit also leads the development of audit related software, supports technical programs and provides technical guidance on the procurement of hardware for the field audit staff.

DEBT RETIREMENT CHARGE PROGRAM

3rd Flr, 33 King St W
Oshawa L1H 8H5
Toll Free 1-866-728-8804
Fax (905)433-5131 (DRC Unit)
Fax 1-877-482-9329 (Fax On Demand - Tax Fax)
www.trd.fin.gov.on.ca
8:30 - 5:00 

The Debt Retirement Charge (DRC) is a charge payable on electricity consumed in Ontario. It became effective on May 1, 2002, the opening of the competitive energy market. All revenues collected are directed to the Ontario Electricity Financing Corporation to pay down the residual stranded debt of the former Ontario **Hydro**.


DURHAM FIELD AUDIT

4th Flr, 55 Athol St
Oshawa L1N 9B2
General Inquiry (905)440-4234
Toll Free 1-800-263-7965
Fax (905)440-4242
8:30 - 5:00 


The Audit Section performs field audits under the Retail Sales Tax Act. It also verifies and processes refunds and rebates to claimants.

RETAIL SALES TAX FIELD OFFICE

DURHAM FIELD OFFICE

590 Rossland Rd. E.
Whitby L1N 9G5
General Inquiry (905)432-3332 (Services)
Fax (905)436-4315 (Services)
8:30 - 5:00 

DURHAM REFUND OFFICE

2nd Flr, 1600 Champlain Ave
Whitby L1N 9B2
General Inquiry (905)432-3431 (Refunds)
General Inquiry (905)432-3509 (Refunds)
Toll Free 1-800-615-2757 (Refunds)
Fax (905)435-3543 (Refunds)
8:30 - 5:00 

SERVICES AND REVENUE CONTROL


3rd Flr, 33 King St W

Oshawa L1H 8H5

General Inquiry (905)433-6170

Toll Free 1-800-265-2587 (Centralized Programs)

Fax (905)433-5189 (Centralized Programs)

8:30 - 5:00 

The Services and Revenue Control unit sets operational policy direction and develops procedures for retail sales tax service initiatives in order to support field office and regional tax office activities. The Business Improvement Unit develops business requirements for initiatives with systems impacts. The Quality Services Unit is responsible for ensuring service standards are implemented, monitored and maintained. The Centralized Programs Unit administers both the Used Vehicle Information Program (UVIP) and the Race Tracks Tax Act, monitors non-resident contractors and investigates other private sales and cross-border purchases. The Debt Retirement Charge Unit administers the Debt Retirement Charge on behalf of the Ontario Electricity Financing Corporation to pay down the residual stranded debt of the former Ontario Hydro.

TAX ADVISORY


3rd Flr, 33 King St W

Oshawa L1H 8H5

General Inquiry (905)433-6313

Toll Free 1-888-285-7815

Fax (905)433-5254

8:30 - 5:00 

The Tax Advisory Section is responsible for the application of the legislation contained within the Retail Sales Tax Act, the Race Tracks Tax Act and the Electricity Act 1998 provisions pertaining to the Debt Retirement Charge. The section provides written and verbal interpretations, researches and analyses tax issues and conducts technical training. In addition, the section disseminates tax information through sales tax guides, bulletins, the ministry web site, the TAX FAX service and information seminars, including the joint PST-GST/HST sessions.


SPECIAL INVESTIGATIONS BRANCH

3rd Flr N, 55 Athol St E

Oshawa L1H 8H5

General Inquiry (905)433-6900

Fax (905)436-4493

8:00 - 5:00 

The Special **Investigations** Branch is responsible for the enforcement of 15 statutes administered by the Tax Revenue Division. It investigates cases of tax evasion, **fraudulent** grant and tax credit **claims**, and other serious tax offences. It recommends **prosecution** in cases where sufficient evidence is available to support such action.

STRATEGIC MANAGEMENT SERVICES BRANCH

Michael Starr Bldg


33 King St W

PO Box 624

Oshawa L1H 8H8

General Inquiry (905)433-6308

Fax (905)433-6303

8:30 - 5:00 

The Strategic Management Service Branch provides strategic planning, research, and change management support to the Tax Revenue Division, coordinates and manages projects through a divisional project management office, and is the lead on inter-ministry initiatives. Responsibilities

also include divisional business planning and centralized finance, accounting and revenue reporting, the provision of leadership and expertise on financial and controllership issues and support for in-year resource allocation, budgeting processes and expenditure management and controls at the division, branch and regional tax office level.

TAX APPEALS BRANCH

3rd Flr, 1600 Champlain Ave
Whitby L1N 9B2

Toll Free 1-800-461-2637 (Tax Appeals Branch - Ontario Only)


Toll Free 1-800-263-7965 (Ministry Information Centre - Canada/U.S.)

TTY Toll Free 1-800-263-7776 (Ministry Information Centre - Ontario Only)

Toll Free French 1-800-668-5821 (Ministry Information Centre - Canada/U.S.)

Fax (905)435-2000

www.trd.fin.gov.on.ca

8:30 - 5:00 

The Tax **Appeals** Branch processes objections and appeals filed under the following statutes administered by the ministry: the **Corporations** Tax Act, the **Mining** Tax Act, the Fuel Tax Act, the **Gasoline** Tax Act, the **Land** Transfer Tax Act, the **Retail Sales Tax** Act, the **Tobacco** Tax Act, the Ontario Guaranteed Annual **Income** Act, the Race Tracks Tax Act, the Ontario **Home** Ownership Savings Plan Act, the **Electricity** Act, 1998, the Employer **Health** Tax Act, the Community Small Business **Investment** Funds Act and the Income Tax Act (Ontario). General information and forms may be obtained by calling our Ministry Information Centre.

Services offered to the Public:

Objections and Appeals

TAX OFFICES

The Tax Offices deliver Ontario's key tax programs - Corporate Tax, Retail Sales Tax and Employer Health Tax, through a "one window" tax office. The Tax Offices provide audit, collection, and counter services to taxpayers in their respective areas. All offices are open Monday to Friday, 8:30 a.m. to 5:00 p.m. and are wheelchair accessible.

LONDON REGIONAL TAX OFFICE

Suite 400, 130 Dufferin Ave


London N6A 6G8

General Inquiry (519)433-3901

Toll Free 1-800-265-1540

Fax (519)661-6618

Fax (519)873-1337 (Director)

8:30 - 5:00 

KITCHENER DISTRICT TAX OFFICE


9th Flr, 305 King St W

Kitchener N2G 1B9

General Inquiry (519)576-8400

Toll Free 1-800-265-2303

Fax (519)571-6100

8:30 - 5:00 

WINDSOR DISTRICT TAX OFFICE

Unit 103, 215 Eugenie St W


Windsor N8X 2X7

General Inquiry (519)250-0066

Toll Free 1-800-465-4021

Toll Free French 1-800-465-7027

Fax (519)972-2950

8:30 - 5:00 

MISSISSAUGA REGIONAL TAX OFFICE

Suite 200, 77 City Centre Dr


Mississauga L5B 1M5

General Inquiry (905)273-9490


Toll Free 1-800-265-9969 (General Inquiry)

Fax (905)615-5860 (Director)


Fax (905)949-3389 (Services)

8:30 - 5:00 


HAMILTON DISTRICT TAX OFFICE

Ellen Fairclough Bldg
15th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7504
Toll Free 1-800-263-9229
Fax (905)521-7868
8:30 - 5:00 


NORTH YORK REGIONAL TAX OFFICE

2nd Flr, 5 Park Home Ave
North York M2N 6W8
(416)222-3226 (Retail Sales Tax)
(416)222-6246 (Employer Health Tax)
Toll Free 1-800-268-8852 (Retail Sales Tax)
Toll Free 1-888-565-6433 (Employer Health Tax)
Toll Free 1-888-612-6509 (Collections and Compliance)
Fax (416)218-3738 (Services and Collections)
Fax (416)218-3272 (Employer Health Tax)
Fax (416)730-5593 (Corporation Tax Audit Retail Sales Tax Audit)
Fax (416)218-3276 (Director's Office)
8:30 - 5:00 


OTTAWA REGIONAL TAX OFFICE

Suite 300, 1400 Blair Pl
Gloucester K1J 9B8
General Inquiry (613)746-9200
Toll Free 1-800-461-4909
Toll Free French 1-800-461-4909
Fax (613)842-3593
8:30 - 5:00 


NORTH BAY TAX OFFICE

Suite 102, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)474-4900
Fax (705)495-3805
Toll Free Fax 1-800-461-1564
8:30 - 5:00 


SUDBURY TAX OFFICE

Provincial Bldg
Suite 102, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-6118
Fax (705)564-4499
8:30 - 5:00 

THUNDER BAY TAX OFFICE


Suite 300, 130 South Syndicate Ave
Thunder Bay P7E 1C7
General Inquiry (807)625-5840
Toll Free 1-800-465-6699
Fax (807)625-5848
8:30 - 5:00 

AGENCIES, BOARDS AND COMMISSIONS**DEPOSIT INSURANCE CORPORATION OF ONTARIO**

Suite 700, 4711 Yonge St
Toronto M2N 6K8
(416)325-9444 (Bilingual Inquiries)
Toll Free 1-800-268-6653 (Bilingual Inquiries)
Fax (416)325-9722
www.dico.com
www.soad.com
8:45 - 4:30 


The Deposit **Insurance** Corporation of Ontario (DICO) was established in 1976 by the **Credit Unions and Caisses Populaires** Act. Its mission is "to protect depositors" of Ontario credit unions and caisses populaires. DICO is administered by a board of directors appointed by the government, and is accountable to the Provincial Legislature through the Minister of Finance. It provides deposit insurance for individual depositors to a current limit of \$100,000. Under the Credit Unions and Caisses Populaires Act, 1994 S.O., the Corporation's responsibilities include: providing deposit insurance, acting as the stabilization authority for the system, minimizing deposit insurance **claims**, promoting standards of sound business and financial practices, collecting and publishing statistics, providing financial assistance to units under administration, acting as administrator of member institutions.

FINANCIAL SERVICES COMMISSION

17th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
Fax (416)226-7750 (Tribunal)
www.fsco.gov.on.ca
8:00 - 5:00 


The Financial Services Commission of Ontario (FSCO) was created on July 1, 1998, as an arm's length agency of the Ministry of Finance. FSCO regulates **pensions, insurance, loan** and trust companies, **credit unions, caisses populaires**, co-operatives and **mortgage** brokers. FSCO's mandate is to enhance consumer confidence and public trust in the regulated sectors; and also to make recommendations to the Minister on matters affecting the regulated sectors.

AUTOMOBILE INSURANCE DIVISION

14th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
www.fsco.gov.on.ca
8:00 - 5:00 


The Automobile Insurance Division of the Financial Services Commission regulates most aspects of the automobile insurance industry. The regulatory authority is found in the various sections of the Insurance Act and the Compulsory Automobile Insurance Act and the Motor Vehicle Accident Claims Act. The division's primary private sector client base includes insurance companies and industry associations and claimants for auto insurance benefit. The division is comprised of four sections: Rates and Classifications; Actuarial Services, Automobile Insurance Policy, and the Motor Vehicle Accident Claims Fund.

ACTUARIAL SERVICES

14th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
8:00 - 5:00 


The Actuarial Services unit of the Automobile Insurance Division is responsible for all actuarial matters involving the approval of **insurance** rates (premiums) for automobile insurance, the review of the actuarial reserves on annual financial statements, the approval of industry **statistics** captured under the Automobile Statistical Plan, the Ontario Statutory Accident Benefits Plan and the Commercial Liability Statistical Plans, as well as providing actuarial support to other branches within the Commission.

AUTOMOBILE INSURANCE POLICY UNIT

14th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7265
www.fsco.gov.on.ca
8:00 - 5:00 


The Automobile **Insurance** Policy unit of the Automobile Insurance Division monitors and evaluates the operation of the Statutory Accident Benefits Schedule of the Insurance Act, and accident benefits utilization trends in the automobile insurance system in Ontario, through regular consultation with the insurance industry and other branches within the commission. The unit also supports the work of the Minister's Committee on the Designated **Assessment** Centre System in developing a system of centres which provide claimants and insurers with fair, impartial and cost-effective evaluations of claimants' entitlement to accident benefits on a timely basis. The unit is responsible for policy research and policy development pertaining to the regulation of Automobile Insurance in Ontario.

MOTOR VEHICLE ACCIDENT CLAIMS FUND

16th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-1422 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-268-7188 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7076
www.fsco.gov.on.ca
8:00 - 5:00 

The **Motor Vehicle Accident Claims** Fund (MVACF) of the Automobile Insurance Division provides **compensation** to people injured in auto accidents when no automobile **insurance** exists to respond to the claim. In cases of damage to **property**, not otherwise insured against vehicle impact (e.g., hydro and telephone poles or self-insured municipal property), both the owner and **driver** of the uninsured vehicle must be identified. In cases where it is legally permissible, the Fund attempts to recover from the uninsured motorist the monies paid out on their behalf.


RATES AND CLASSIFICATIONS

14th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
www.fsco.gov.on.ca
8:00 - 5:00 

Rates and **Classifications** unit of the Automobile Insurance Division approves/authorizes automobile **insurance** rates (premiums) and risk classifications of companies underwriting


automobile insurance in Ontario. It ensures that insurance companies comply with the Insurance Act with respect to the rates being just and reasonable, not excessive, so as not to impair the solvency of the company. The risk classification systems must be predictive of risk and distinguish fairly between risks. It reviews changes to Facility Association's Plan of Operation and publication to ensure information is appropriately communicated to insurers and brokers to ensure fairness in how automobile insurance is provided through the insurers of last resort; reviews the automobile insurance underwriting rule of filings of insurance companies to ensure rules are predictive of risk, not subjective, not arbitrary or contrary to public policy. Automobile insurance forms are reviewed to ensure information provided is understandable to the consumer.

CORPORATE POLICY AND PUBLIC AFFAIRS BRANCH, DIRECTOR'S OFFICE

17th Flr, 5160 Yonge St
 PO Box 85
 North York M2N 6L9
 (416)590-7298 (Publications Request Line)
 (416)250-7250 (24 Hour Info Line)
 TTY (416)590-7108
 Toll Free 1-800-668-0128 (24 Hour Info Line)
 TTY Toll Free 1-800-387-0584
 Fax (416)590-7070
www.fsco.gov.on.ca
 8:00 - 5:00 

The Corporate Policy and Public Affairs Branch of the Financial Services Commission consists of three units: Corporate Initiatives, Stakeholder Relations and Public Affairs. The branch's main functions are: corporate policy and research development, stakeholder relations, cross-jurisdictional and cross-sectoral harmonization and coordination projects, media relations, issues coordination, press releases, special events planning, speech writing, publications, industry bulletins, and special projects. The Secretariats of the Canadian Association of Pension Supervisory Authorities (CAPSA) and the Canadian Council of Insurance Regulators (CCIR), as well as the Project Office of the Joint Forum of Financial Market Regulators, are also located within the branch.

CORPORATE SERVICES BRANCH

16th Flr, 5160 Yonge St
 PO Box 85
 North York M2N 6L9
 General Inquiry (416)250-7250 (24 Hour Info Line)
 TTY (416)590-7108
 Toll Free 1-800-668-0128 (24 Hour Info Line)
 TTY Toll Free 1-800-387-0584
 Fax (416)590-7070
 Fax (416)590-7272 (Human Resources)
www.fsco.gov.on.ca
 8:00 - 5:00 


Corporate Services Branch is responsible for the Financial Services Commission's administrative, business planning, financial, human resources and information technology services.

DISPUTE RESOLUTION DIVISION

14th Flr, 5160 Yonge St
North York M2N 6L9
General Inquiry (416)250-7250 (24 Hour Info Line)
Toll Free 1-800-668-0128 (24 Hour Info Line)
Fax (416)590-7597
www.fsco.gov.on.ca
8:00 - 5:00 


The Dispute Resolution Division provides complaint handling and dispute resolution services for the Financial Services Commission of Ontario (FSCO). The division has two branches: Ombudsman Services Branch and Dispute Resolution Services Branch.

DISPUTE RESOLUTION SERVICES BRANCH

14th Flr, 5160 Yonge St
North York M2N 6L9
(416)250-6714 (DR 24 Hour Info Line)
(416)590-7202 (Arbitration Hotline)
(416)590-7222 (Appeal Hotline)
(416)590-7210 (Mediation Hotline)
Toll Free 1-800-517-2332 (DR 24 Hour Info Line)
Fax (416)590-7077 (Mediation and Appeals)
Fax (416)590-8462 (Arbitration)
www.fsco.gov.on.ca
8:00 - 5:00 

Dispute Resolution Services (DRS) provides **mediation**, **arbitration** and **appeal** services that deal with disputes between **insurance** companies & claimants over entitlement to, or the amount of statutory **accident** benefits under an automobile insurance policy. In Ontario, mediation through FSCO is a mandatory first step for disputes over accident benefits. The mediator will facilitate discussions with the parties to help them resolve their dispute, but will not make a decision for the parties. If mediation is unable to resolve the dispute, the claimant has these options: file for arbitration at FSCO, pursue private arbitration or go to court. An arbitration involves a formal hearing after which the arbitrator issues a written decision. After arbitration, either party may appeal a decision on issues of law to FSCO's Director of Arbitrations. Parties may also apply to have an appeal or arbitration order varied or revoked based on a material change in the insured person's circumstances.


OMBUDSMAN SERVICES BRANCH (INSURANCE OMBUDSMAN)

4th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)590-7298 (Publication Request Line)
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line - Contact Centre)
TTY Toll Free 1-800-387-0584
Fax (416)590-8480
www.fsco.gov.on.ca
8:00 - 5:00 

The **Ombudsman** Services Branch of the Dispute Resolution Division provides a range of market conduct activities including inquiries, industry best practices, market analysis, industry/company standards and investigation of **complaints** about **insurance** companies, agents and adjusters and paralegals (who represent individuals with their Statutory Accident Benefits Schedule Claims). The


Ombudsman Services Branch oversees the insurance Industry First Response System and offers a “single window” for receiving and tracking complaints about all the entities of FSCO (Financial Services Commission of Ontario) regulated sectors.

LEGAL SERVICES BRANCH

17th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)590-7148
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
Fax (416)590-7070
www.fSCO.gov.on.ca
8:00 - 5:00 


Legal Services Branch provides the Financial Services Commission with legal opinions and advice, assistance in policy development, staff training and prepares and drafts agreements, regulations and legislation. Legal Services represents the Superintendent in the courts and at various administrative proceedings before the Financial Services Tribunal. The branch provides legal services to the Motor Vehicle Accident Claims Fund in proceedings involving uninsured or unidentified drivers.

LICENSING AND COMPLIANCE DIVISION

4th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)226-7870
www.fSCO.gov.on.ca
8:00 - 5:00 

The **Licensing** and Compliance Division of the Financial Services Commission is responsible for licensing of financial institutions and intermediaries doing business in Ontario: **insurance** companies; **credit unions**, **caisses populaires**; **loan** and **trust companies**; **cooperatives**; life insurance agents; insurance corporate agencies; insurance adjusters and **mortgage** brokers. The division also monitors solvency of financial institutions incorporated in Ontario. The division administers and enforces the Insurance Act, Credit Unions and Caisses Populaires Act, the Co-operatives Corporations Act, the Loan and Trust Corporations Act, and Mortgage Brokers Act. The division is also responsible for compliance audits and reviews such as agent compliance with continuing education requirements; insurance company compliance with market conduct requirements.


PENSION DIVISION

4th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
Toll Free 1-800-668-0128 (24 Hour Info Line)
Fax (416)226-7777 (Pension Plans Branch)
www.fSCO.gov.on.ca
8:00 - 5:00 

The **Pension** Division of the Financial Services Commission is made up of the Office of the Deputy Superintendent: Pensions; the Pension Plans Branch; the Actuarial Consulting Unit and the Pension


Policy Unit. The mandate of the Pension Division is to support the Deputy Superintendent of Pensions and the Superintendent and CEO of Financial Services in administering the Pension Benefits Act (the “Act”) and the regulations made under the Act (the “Regulations”). The division develops regulatory policies in support of the Act and Regulations, processes applications made under the Act, ensures that registered pension plans comply with the Act and Regulations and takes enforcement action where required.

FINANCIAL HARDSHIP UNLOCKING SECTION

4th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)250-7250
TTY (416)590-7108
Toll Free 1-800-668-0128x7889
Fax (416)226-7880
www.fSCO.gov.on.ca
8:00 - 5:00 


The mandate of the Financial Hardship Unlocking Section of the Pension Plans Branch of the Financial Services Commission is to receive, prepare and process applications concerning an individual's access to locked in **retirement** accounts due to financial hardship for the approval of the Superintendent of Financial Services.

REGISTRAR'S OFFICE/FINANCIAL SERVICES TRIBUNAL

14th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)226-7750 (Tribunal)
www.fSCO.gov.on.ca
8:30 - 4:30 

The Financial Services Tribunal is an independent adjudicative body that hears **appeals** of regulatory decisions, and reviews proposed orders made by the Superintendent of Financial Services, at the request of one of the affected parties. The Tribunal includes a Chair and two Vice-Chairs, who are also Chair and Vice-Chairs of the FSCO Board, plus up to 12 members with expertise in the regulated sectors. The Tribunal members are appointed by the Lieutenant Governor in Council for periods not exceeding three years.


ONTARIO ELECTRICITY FINANCIAL CORPORATION

Suite 1400, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8000
Fax (416)325-8005
www.oefc.on.ca
8:30 - 5:00 

The Ontario Electricity Financial Corporation, an agency of the Province of Ontario established under the Electricity Act, 1998, is a statutory, non-share capital corporation and the legal continuation of the former Ontario **Hydro**. The Ontario Electricity Financial Corporation provides borrowing, risk management, cash management, banking and accounting services as required to manage and retire the outstanding debt, liability and derivative portfolios of the former Ontario


Hydro. The Ontario Electricity Financial Corporation relies on a series of dedicated revenue streams generated from the electricity sector to extinguish its obligations, and retains the Ontario Financing Authority, an agency of the Province of Ontario to carry out its daily operations.

ONTARIO FINANCING AUTHORITY

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8000
Fax (416)325-8005
www.ofina.on.ca
8:30 - 5:00 


Established under the Capital **Investment** Plan Act, 1993, the Ontario Financing Authority is an agency of the Province of Ontario: executes all borrowing, investment and financial risk management activities; manages the provincial debt; advises on financial policies and projects; provides financial and cash management services and advice to the Ontario Electricity Financial Corporation. The agency is comprised of five divisions: Capital Markets, Risk Control, Capital Markets Treasury, Corporate & Electricity Finance and Retail Markets.

CAPITAL MARKETS DIVISION

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-5890
Fax (416)325-8111
8:00 - 5:00 


The Capital Markets Division, including Investor Relations, is responsible for all capital market activities on behalf of the province. It develops and executes financing strategies; manages the province's financial assets; invests funds for the province and other government entities and determines and carries out debt management strategies.

CAPITAL MARKETS TREASURY DIVISION

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8083
(416)212-4948 (Electricity Policy & Operations)
(416)325-9814 (Cash Management)
(416)325-6879 (Settlement & Fiscal Agency)
(416)325-6530 (OFA Accounting & Financial Reporting)
(416)325-8089 (Banking)
(416)325-1229 (OEFC Accounting & Financial Reporting)
Fax (416)325-8118
8:00 - 5:00 


The Capital Markets Treasury Division is responsible for cash management, banking services and relations with the banking community; settlement and confirmation of capital market transactions and fiscal agency monitoring; accounting for debt and public debt interest; management and financial reporting, and internal controls. It also provides services to Ontario Electricity Financial Corporation.

CORPORATE AND ELECTRICITY FINANCE DIVISION

12th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8000
8:30 - 5:00 

The Corporate and **Electricity** Finance Division provides the government with financial analysis and advice related to the electricity sector and specific infrastructure financing proposals from ministries, agencies and the Broader Public Sector.

LEGAL BRANCH

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8102
Fax (416)325-8327
8:30 - 5:00 


The Legal Branch of the Ontario Financing Authority is responsible for providing legal advice to the Corporation, technical and clerical support to its Board of Directors.

RETAIL MARKETS

Suite 1400, 14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8361
Fax (416)325-8236
8:30 - 5:00

The Retail Markets group of the Ontario Financing Authority is responsible for the overall management of the retail bond programs including Ontario Savings **Bonds**. It is responsible for overall program and product development, sales, marketing, and management of fiscal and selling agent activity related to retail bonds.

RISK CONTROL DIVISION


14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)326-7149
Fax (416)325-8140
8:00 - 5:00 

The Risk Control Division is responsible for: risk management policies; information relating to risk exposures, market value and performance measurement of capital market transactions and portfolios; monitoring and forecasting public debt interest cost; credit analysis of counter parties; maintaining Ontario's relationship with the credit rating agencies; and all information technology needed to support the Ontario Financing Authority's business.

THE PROVINCE OF ONTARIO SAVINGS OFFICE


As of April 1, 2003, Desjardins Credit Union assumed ownership of The Province of Ontario Savings Office. For any questions regarding The Province of Ontario Savings Office, please call (416) 325-8361.

ONTARIO MUNICIPAL ECONOMIC INFRASTRUCTURE FINANCING AUTHORITY

30th Flr, 250 Yonge St
Toronto M5B 2N7
General Inquiry (416)212-7132
www.omeifa.on.ca
8:30 - 5:00 


The Ontario Municipal Economic **Infrastructure** Financing Authority (OMEIFA), provides infrastructure loans to Ontario **municipalities**. These loans support investments in strategic economic infrastructure such as clean water systems, sewage treatment plants, transit networks, municipal roads and bridges and waste management facilities. OMEIFA uses the proceeds raised from the sale of infrastructure bonds to make loans to municipalities.

COMMUNITY FINANCE

30th Flr, 250 Yonge St
Toronto M5B 2N7
General Inquiry (416)212-7132
Fax (416)212-6452
www.omeifa.on.ca
8:30 - 5:00 


Community Finance is responsible for developing and maintaining effective financial policies and risk management, assessment and mitigation policies. It leads and directs a controllership framework with OMEIFA, ensuring adherence to financial, accounting, banking, legal and administrative policies and procedures. It has primary responsibility for the budgeting and financial reporting activities of Ontario Municipal Economic Infrastructure Financing Authority.

COMMUNITY RELATIONS AND COMMUNICATIONS

30th Flr, 250 Yonge St
Toronto M5B 2N7
General Inquiry (416)212-7132
Fax (416)212-6452
www.omeifa.on.ca
8:30 - 5:00 

Community Relations and Communications is responsible for administration of Ontario Municipal Economic Infrastructure Financing Authority's (OMEIFA) municipal **loan** program, as well as outreach to municipal leaders, the financial community, and relevant internal government agencies. The unit also manages OMEIFA's infrastructure bond.

ONTARIO SECURITIES COMMISSION

Suite 1903, 20 Queen St W
PO Box 55
Toronto M5H 3S8
General Inquiry (416)597-0681
Fax (416)593-8122
www.osc.gov.on.ca
8:30 - 5:00 

The Ontario **Securities** Commission maintains a list of reporting issuers and **records** filings of insider trading, proxy solicitation material, financial statements and take-over bids for the benefit of investors. It processes **prospectus** offerings of securities and applications for exemption, as well as applications for transfer or release of securities from escrow. The commission registers and investigates **consumer complaints** about **stockbrokers**, their salespersons and **investment**

advisers; and commodity futures dealers, their salespersons and advisers. It also investigates complaints about actions by companies affecting the value of securities and answers general questions about commodity futures trading.

ACTS

Assessment Act, R.S.O. 1990, c. A.31
 Audit Act, R.S.O. 1990, c. A.35
 Balanced Budget Act, 1999, S.O. 1999, c. 7, Sched. B
 Capital Investment Plan Act, 1993, S.O. 1993, c. 23
 Co-operative Corporations Act, R.S.O. 1990, c. C.35
 Commercial Concentration Tax Act, R.S.O. 1990, c. C.16
 Commodity Futures Act, R.S.O. 1990, c. C.20 (responsibility temporarily assigned to Chair of the Management Board of Cabinet)
 Community Small Business Investment Funds Act, 1992, S.O. 1992, c. 18
 Compulsory Automobile Insurance Act, R.S.O. 1990, c. C.25
 Corporations Tax Act, R.S.O. 1990, c. C.40
 Credit Unions and Caisses Populaires Act, 1994, S.O. 1994, c. 11
 Crown Foundations Act, 1996, S.O. 1996, c. 22
 Education Act, R.S.O. 1990, c. E.2, only in respect of the following provisions: Section 257.2.1, 257.5. Subsections 257.6 (3) to (7) inclusive, 257.7 (3), 257.10 (4) and (5).
 Employer Health Tax Act, R.S.O. 1990, c. E.11
 Estate Administration Tax Act, 1998, S.O. 1998, c. 34, Sched
 Financial Administration Act, R.S.O. 1990, c. F.12
 Financial Services Commission Act, 1997, S.O. 1997, c. 28
 Fuel Tax Act, R.S.O. 1990, c. F.35
 Gasoline Tax Act, R.S.O. 1990, c. G.5
 Income Tax Act, R.S.O. 1990, c. I.2
 Insurance Act, R.S.O. 1990, c. I.8
 Land Transfer Tax Act, R.S.O. 1990, c. L.6
 Loan and Trust Corporations Act, R.S.O. 1990, c. L.25
 MPPs Pension Act, 1996, S.O. 1996, c. 6, Sched. A
 Marine Insurance Act, R.S.O. 1990, c. M.2
 Mining Tax Act, R.S.O. 1990, c. M.15
 Ministry of Revenue Act, R.S.O. 1990, c. M.33
 Ministry of Treasury and Economics Act, R.S.O. 1990, c. M.37
 Mortgage Brokers Act, R.S.O. 1990, c. M.39
 Motor Vehicle Accident Claims Act, R.S.O. 1990, c. M.41
 Municipal Property Assessment Corporation Act, 1997, S.O. 1997, c. 43, Sched. G
 Ontario Credit Union League Limited Act, 1972, S.O. 1972, c. 42
 Ontario Guaranteed Annual Income Act, R.S.O. 1990, c. O.17
 Ontario Home Ownership Savings Plan Act, R.S.O. 1990, c. O.20
 Ontario Home Property Tax Relief for Senior Act, 2003, S.O. 2003, c. 4
 Ontario Municipal Economic Infrastructure Financing Authority Act, 2002, S.O. 2002, c. 22, Sched. A
 Pension Benefits Act, R.S.O. 1990, c. P.8
 Prepaid Hospital and Medical Services Act, R.S.O. 1990, c. P.21
 Province of Ontario Savings Office Act, R.S.O. 1990, c. P.30
 Province of Ontario Savings Office Privatization Act, 2002, S.O. 2002, c. 8, Sched. H
 Provincial Land Tax Act, R.S.O. 1990, c. P.32
 Public Sector Salary Disclosure Act, 1996, S.O. 1996, c. 1, Sched. A
 Race Tracks Tax Act, R.S.O. 1990, c. R.1
 Registered Insurance Brokers Act, R.S.O. 1990, c. R.19
 Retail Sales Tax Act, R.S.O. 1990, c. R.31
 Section 257.12, 257.12.1, 257.12.2, 257.12.3, 257.13. Subsection 257.19 (4)

Securities Act, R.S.O. 1990, c. S.5 (responsibility temporarily assigned to Chair of the Management Board of Cabinet)

SkyDome Act (Bus Parking), 2002, S.O. 2002, c. 8, Sched. K

Small Business Development Corporations Act, R.S.O. 1990, c. S.12

Social Contract Act, 1993, S.O. 1993, c. 5

Statistics Act, R.S.O. 1990, c. S.18

Succession Duty Act Supplementary Provisions Act, 1980, S.O. 1980, c. 28

Tax Incentive Zones Act (Pilot Projects), 2002, S.O. 2002, c. 22, Sched. B

Taxpayer Protection Act, 1999, S.O. 1999, c. 7, Sched. A


Tobacco Tax Act, R.S.O. 1990, c. T.10

Toronto Futures Exchange Act, R.S.O. 1990, c. T.14 (responsibility temporarily assigned to Chair of the Management Board of Cabinet)


Toronto Stock Exchange Act, R.S.O. 1990, c. T.15 (responsibility temporarily assigned to Chair of the Management Board of Cabinet)

Unclaimed Intangible Property Act, R.S.O. 1990, c. U.1

MINISTER RESPONSIBLE FOR FRANCOPHONE AFFAIRS

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1C2
General Inquiry (416)325-4949
Fax (416)325-4980
www.ofa.gov.on.ca
8:30 - 5:30 

OFFICE OF FRANCOPHONE AFFAIRS

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1C2
General Inquiry (416)325-4949
TTY (416)325-0017
Toll Free 1-800-268-7507
Fax (416)325-4980
www.ofa.gov.on.ca
8:30 - 4:45 

The Office of **Francophone** Affairs (OFA) is a central agency that serves as the Ontario Government's main source of expertise on matters relating to francophone affairs and **French** language services. The Office provides information on the province's French-speaking population to other levels of government and members of the public. Vision: To ensure that francophones have access to provincial government services in French and that they participate in the social, economic, cultural and political life of the province, while maintaining their cultural and linguistic heritage. Mission: To coordinate the government-wide delivery of French language services in the 23 areas designated under the French Language Services Act. French Web site address is <http://www.oaf.gouv.on.ca>


Services offered to the Public:

Production of public material in French.

ACTS

French Language Services Act


MINISTRY OF HEALTH AND LONG-TERM CARE

Hepburn Block
10th Flr, 80 Grosvenor St
Toronto M7A 2C4
General Inquiry (416)327-4327
TTY 1-800-387-5559
Toll Free 1-800-268-1153
www.health.gov.on.ca 

Ministry of Health and Long-Term Care is responsible for administering the health care system and providing services to the Ontario public through such programs as health insurance, drug benefits, assistive devices, care for the mentally ill, long-term care, home care services, community and public health, health promotion and disease prevention. It also regulates hospitals, nursing homes, long-term care facilities; operates psychiatric hospitals and medical laboratories; and coordinates emergency health services.


DEPUTY MINISTER'S OFFICE

EMERGENCY MANAGEMENT UNIT

Suite 801, 415 Yonge St
Toronto M5B 2E7
General Inquiry (416)212-0822
Fax (416)212-4466 


The Emergency Management Unit is the Ministry of Health and Long-Term Care (MOHLTC) lead for health emergency planning and management. The mandate includes development of the ministry emergency readiness program, participating in the cross-government emergency strategies, coordinating health emergency activities between the province and the federal government and supporting health emergency readiness strategies at the community level.

CHIEF MEDICAL OFFICER OF HEALTH

Hepburn Block
11th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)212-3831
Fax (416)325-8412 

The Chief Medical Officer of Health (CMOH) monitors the organization and delivery of public health programs and services provided by the 37 local boards of health, and when directed by the Minister, will act to protect health and ensure the provision of necessary public health programs and services. The CMOH provides advice across government on the management of public health issues, including population health strategies, health promotion, disease prevention, and health protection and wellness promotional activities.

COMMUNICATIONS AND INFORMATION BRANCH

Hepburn Block
10th Flr, 80 Grosvenor St
Toronto M7A 1S3
General Inquiry (416)327-4343
TTY 1-800-387-5559
Fax (416)327-8791
www.gov.on.ca/health
8:30 - 5:00 

The Communications and Information Branch supports the programs and policies of the ministry through the development of strategic communications plans; production of a variety of information including speeches, statements and news releases; issues management; and media liaison. INFOnline, a multilingual call centre, provides information on the programs, services and activities of the ministry; and Client Services responds to in-person and written requests for information.

CLIENT SERVICES/INFOLINE

Macdonald Block

Rm M1-B114, 900 Bay St

Toronto M7A 1N3

General Inquiry (416)327-4327 (Client Services)


General Inquiry (416)327-4327 (INFOnline)

TTY 1-800-387-5559 (INFOnline)

Toll Free 1-800-268-1154 (INFOnline)

Fax (416)325-7136 (Client Services)

Fax (416)314-8721 (INFOnline)


8:30 - 5:00 

INTERNAL AUDIT SERVICES

8th Flr, 5700 Yonge St

Toronto M2M 4K5

General Inquiry (416)327-7792

Fax (416)327-7809 

Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor in the Internal Audit Division.

LEGAL SERVICES BRANCH

8th Flr, 56 Wellesley St W


Toronto M5S 2S3

General Inquiry (416)327-8606

(613)548-6305 (Kingston Counsel)

Fax (613)548-6650 (Kingston Counsel)

Fax (416)327-8605 (Toronto Counsel)

8:30 - 5:00 

Legal Services Branch provides legal services to the ministry, including legal advice and opinions; preparation of the ministry's legislation and regulations; representing the ministry before courts, tribunals, coroners' inquests and public inquiries; preparing agreements relating to the provision of health services and participating in or advising the ministry's and government's various committees and task forces.


MEDICAL ADVISORY SECRETARIAT

8th Flr, 56 Wellesley St W

Toronto M5S 2S3

General Inquiry (416)314-1092


Fax (416)325-2364

9:00 - 5:00 

The mandate of the Medical Advisory Secretariat is to advise the Deputy Minister and other Ministry Senior Management and government agencies on the delivery of medical services,


particularly chronic disease management and new health technologies. The internal Health Technology Evaluation and Assessment Program provides health technology assessments and appraisals to programs of the Ministry and to the Ontario Health Technology Advisory Committee (OHTAC) to ensure an evidence-based broad approach to policy decision-making regarding introducing new health technologies and retiring obsolete technologies. Collaboration is fostered among relevant program areas, external stakeholders are consulted, and technology assessments are conducted. MAS leads field evaluation research on technologies for which there is insufficient evidence of effectiveness. It coordinates its activities with other jurisdictions within the National Health Technology Strategy.

NURSING SECRETARIAT

12th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)327-9689
Fax (416)327-1878
9:00 - 5:00 


The mandate of the Nursing Secretariat is to advise the Minister of Health and Long-Term Care and senior management, operational divisions and other ministries and governmental agencies on health and relevant public policy from a nursing perspective; foster collaboration among ministry divisions, branches and programs, other ministries and governments and nursing stakeholders to address nursing issues; support the implementation, and long-term strategies to strengthen the nursing profession in Ontario.

ACUTE SERVICES DIVISION

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-2414
Fax (416)212-1859 

The Acute Services Division is responsible for activities relating to Emergency Health Services and Hospitals. It also shares responsibility with the Community Health Division for the following areas/branches: Regional Offices, Finance and Information Management, French Language Services, and the Planning, Accountability and Evaluation Unit.

EMERGENCY HEALTH SERVICES BRANCH

6th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7900
Toll Free 1-800-461-6431
Fax (416)327-7879
8:30 - 5:00 

Emergency Health Services Branch is the strategic manager of the land and air **ambulance** system. It is responsible for ensuring the existence throughout Ontario of a balanced, seamless and integrated system of ambulance services and communications services used in dispatching ambulances. The branch establishes standards for the provision of ambulance services. It also investigates complaints respecting ambulance services.


Services offered to the Public:

Ambulance Services


EMERGENCY HEALTH SERVICES PROVINCIAL FIELD OFFICES

The telephone numbers below should not be used to request an ambulance. Emergency ambulance services should be requested via the emergency phone number listed in local telephone directories. All are wheelchair accessible.


GTA EMERGENCY HEALTH SERVICES FIELD OFFICE

6th Flr, 5700 Yonge St
Toronto M2M 4K5
 General Inquiry (416)327-7832
 Fax (416)327-7802
 8:30 - 5:00 


NORTH EAST EMERGENCY HEALTH SERVICES FIELD OFFICE

Suite 101, 199 Larch St
Sudbury P3E 5P9
 General Inquiry (705)564-4336
 Toll Free 1-800-277-9937
 Fax (705)564-4484
 8:30 - 5:00 


NORTH WEST EMERGENCY HEALTH SERVICES FIELD OFFICE

Suite 102, 421 South James St
Thunder Bay P7E 2V6
 General Inquiry (807)475-1290
 Fax (807)475-1228
 8:30 - 5:00 


SOUTH EAST EMERGENCY HEALTH SERVICES FIELD OFFICE

79 Spring St
 PO Box 790
Almonte K0A 1A0
 General Inquiry (613)256-3070
 Fax (613)256-4318
 8:30 - 5:00 

SOUTH WEST EMERGENCY HEALTH SERVICES FIELD OFFICE

5th Flr, 119 King St W
Hamilton L8P 4Y7
 General Inquiry (905)521-7474
 Fax (905)521-7469
 8:30 - 5:00 

EXECUTIVE DIRECTOR

Hepburn Block
 5th Flr, 80 Grosvenor St
 Toronto M7A 1R3
 General Inquiry (416)327-4531
 Fax (416)326-7588 

The Executive Director's office is responsible for leading the common business service functions of the two divisions. Activities include: Business/Technology Transformation Leadership, French Language Services, Finance and Information Management, Issues Management, Planning and HR Management.


FINANCE AND INFORMATION MANAGEMENT BRANCH

Hepburn Block
 5th Flr, 80 Grosvenor St
 Toronto M7A 1R3
 General Inquiry (416)326-6026
 Fax (416)326-9734

The role of the Finance and Information Management Branch for long-term care facilities and agencies, hospitals and mental health services includes the following: providing strategic financial advice and leadership to the division - ensuring financial controllership, analysis and reporting, funding formula management and divisional business planning; developing funding allocations to support provincial health systems plans based on funding formula methodology - ensuring that a


comprehensive information management strategy is developed for the division; ongoing development and management of the province's hospital operating plan process.

DIVISIONAL DECISION SUPPORT UNIT

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8273
Fax (416)327-4697 


The role of the Divisional Decision Support Unit is to provide coordination of strategic MOHLTC business initiatives; prepare and coordinate policy and cabinet documents; strategic planning (e.g. with respect to health care funding methodologies); deal with issues and briefings and other high profile requests; interaction with external parties and coordination of communication activities with corporate and regional teams.

DIVISIONAL FINANCE

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8650
Fax (416)326-9734 


The role of Divisional Finance is to provide financial support to the Health Care Programs Division as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively and efficiently.

DIVISIONAL FINANCE - HOSPITALS

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9779
Fax (416)326-9734 


The role of the Divisional Finance - Hospitals is to provide financial support to the Health Care Programs Division, with respect to hospitals, as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively relating to the operation of hospitals.

DIVISIONAL FINANCE - LONG-TERM CARE

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-5069
Fax (416)326-9734 


The role of Divisional Finance - Long-Term Care is to provide financial support to the Health Care Programs Division as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively and efficiently relating to the operation of long-term care facilities and community agencies.

DIVISIONAL FINANCE - MENTAL HEALTH

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7600
Fax (416)327-7281 


The role of Divisional Finance - Mental Health is to provide financial support to the Health Care Programs Division as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively and efficiently relating to the operation of community based mental health agencies, supportive housing providers, provincial psychiatric hospitals and specialty hospitals.

PAY EQUITY UNIT

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)212-0823
Fax (416)327-7281 


The role of Divisional Finance - Pay Equity Unit is to coordinate the implementation of the Memorandum of Settlement that was signed by the Ontario Provincial Government, five unions and four individuals in April of 2003. The main functions include collecting information from the proxy pay equity eligible transfer payment organizations, determining entitlements, distributing funds and providing advice to key stakeholders. The unit is also responsible to establish proper accountability mechanisms for the proxy pay equity funds.

INFORMATION MANAGEMENT UNIT

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)314-5925
Fax (416)327-8951 


The Information Management Unit (IMU) is composed of three groups: Data Management Unit, Information Analysis and Reporting, and Planning and Implementation.

DATA MANAGEMENT UNIT

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)314-5925
Fax (416)327-8951 


The role of the Data Management Unit is to focus on data collection and processing; data quality and integrity; organization and storage of data and development of database applications.

INFORMATION ANALYSIS AND REPORTING UNIT

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)314-5925
Fax (416)327-8951 


The role of the Information Analysis and Reporting Unit is to provide access to reports; ad hoc queries and information requests; maintain data request tracking system; process and monitor FOI issues and research agreements and development of comparative reports, standard reports, business indicators.

INFORMATION PLANNING AND IMPLEMENTATION UNIT

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)314-5925
Fax (416)327-8951 


The role of Information Planning and Implementation Unit is to provide primary functions which includes interaction and consultation with external stakeholders; business systems risk and impact analysis for new projects; research into marketing opportunities for new products.

FRENCH LANGUAGE HEALTH SERVICES

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8975
Fax (416)327-8980
www.health.gov.on.ca/english/public/program/flhs/flhs_mn.html
8:30 - 5:00 


The French Language Health Services office supports and facilitates the delivery of French language health services and compliance with the French Language Services Act in the Ministry of Health and Long-Term Care and in Ontario's health care system.

HOSPITALS BRANCH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9564
Fax (416)212-2869
8:00 - 5:00 


The Hospitals Branch provides a provincial coordinating role on issues that impact beyond a single region relating to hospitals (i.e. Cancer Services, Emergency Services, operational review, priority programs) and develops operational policy impacting on hospitals for the ministry. It supports both the corporate offices and the regional offices to ensure both are kept apprised of significant issues, directions and/or undertakings. Priority Programs Unit manages programs identified as requiring provincial planning, funding and monitoring. These include: Ontario Joint Replacement Registry, Hip and Knee Joint Replacements, Cleft Lip and Palate, Provincial Regional Genetics, Visudyne, Cardiac Rehabilitation, Organ & Tissue Transplant and Donation Action Plan, Acquired Brain Injury, Cochlear Implants, Haemophiliac Ambulatory Clinics, Regional Geriatrics, Sexual Assault Treatment Centres, End Stage Renal Disease, Stroke Strategy, Cardiovascular Services, Diagnostic Imaging and Trauma.

ISSUES AND ADMINISTRATION UNIT

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-2414
Fax (416)326-1218 

The Issues and Administration Unit creates, maintains and distributes information to ministry personnel and the public as it pertains to the programs, manuals, forms or Freedom of Information requests of the Acute Services and Community Health Divisions. The unit also handles accommodations, issue notes, invitations and correspondence for the divisions.

OFFICE OF THE STRATEGIC PROJECTS


North American Life Ctr
5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-1433
Fax (416)327-7364
8:30 - 5:00 

The Office is responsible for strategic projects within the Acute Services and Community Health Divisions. Projects include key areas of the inpatient and community sectors, the coordination and management of initiatives related to the healthcare system and the linking with strategic initiatives in other parts of the ministry and other ministries. In conjunction with regional, corporate offices, the office will develop province-wide measurement frameworks to support decision-making within the division; support the development of provincial accountability frameworks between the ministry and health care programs; support the review and analysis of existing health care programs, services, policies and standards to improve program effectiveness; and provide consultation in evaluation and quality concepts to promote the use of effective evaluation practices. The office is the corporate link for District Health Councils.


REGIONAL OFFICES

These areas share joint responsibility with the Community Health Division.


CENTRAL EAST (NEWMARKET) REGION

3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)954-4700
Toll Free 1-800-486-4935
Fax (905)954-4701
Fax (905)954-4702 


HOSPITAL SERVICES

3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)954-4700
Toll Free 1-800-486-4935
Fax (905)954-4702 


LONG-TERM CARE SERVICES

3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)954-4700
Toll Free 1-800-486-4935
Fax (905)954-4702 


MENTAL HEALTH SERVICES

3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)954-4700
Toll Free 1-800-486-4935
Fax (905)954-4702 


MENTAL HEALTH CENTRE

PENETANGUISHENE
500 Church St
Penetanguishene L9M 1G3
General Inquiry (705)549-3181
Fax (705)549-3446 


WHITBY MENTAL HEALTH CENTRE

700 Gordon St
Whitby L1N 5S9
General Inquiry (905)668-5881
Fax (905)430-4032 


PETERBOROUGH SATELLITE OFFICE

Robinson Pl South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-4500
Toll Free 1-800-567-1045
Fax (705)755-4514 


CENTRAL SOUTH (HAMILTON) REGION

Ellen Fairclough Bldg
11th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8294
Toll Free 1-800-461-7137
Fax (905)546-8255
8:30 - 5:00 


HAMILTON-WENTWORTH

Ellen Fairclough Bldg
11th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8240
8:30 - 5:00 


NIAGARA, BRANT, HALDIMAND-NORFOLK

Ellen Fairclough Bldg
11th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8233
8:30 - 5:00 


CENTRAL WEST (MISSISSAUGA) REGION

Suite 301, 201 City Centre Dr
Mississauga L5B 2T4
General Inquiry (905)897-4610
Toll Free 1-866-716-4446
Fax (905)275-2740 


HALTON/PEEL

Suite 301, 201 City Centre Dr
Mississauga L5B 2T4
General Inquiry (905)897-4610
Toll Free 1-866-716-4446
Fax (905)275-2740 

WATERLOO, WELLINGTON/DUFFERIN

Suite 301, 201 City Centre Dr
Mississauga L5B 2T4
General Inquiry (905)897-4610
Toll Free 1-866-716-4446
Fax (905)275-2740 

EAST REGION/MAIN OFFICE

8th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)569-5602
Toll Free 1-877-779-5559
Fax (613)569-9670
8:30 - 5:00 

KINGSTON TEAM

1st Flr, 23 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7230
Toll Free 1-800-667-1062
Fax (613)536-7231
8:30 - 5:00

OTTAWA TEAM

Suite 310, 47 Clarence Ave
Ottawa K1N 9K1
General Inquiry (613)241-4263
Toll Free 1-800-267-8588
Fax (613)241-9312
8:30 - 5:00


RURAL AND EASTERN TEAM

8th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)569-5602
Toll Free 1-877-779-5559
Fax (613)569-9670
8:30 - 5:00


NORTH REGION

4th Flr Suite 406, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-3130
Toll Free 1-800-663-6965
Fax (705)564-7493
8:30 - 5:00


SOUTHWEST REGION

Suite 201, 231 Dundas St
London N6A 1H1
General Inquiry (519)675-7680
Toll Free 1-800-663-3775
Fax (519)675-7685
8:30 - 5:00 


GREY, BRUCE, HURON, PERTH


Suite 201, 231 Dundas St
London N6A 1H1
General Inquiry (519)675-7680
Toll Free 1-800-663-3775
Fax (519)675-7685
8:30 - 5:00 


THAMES VALLEY (LONDON, MIDDLESEX, OXFORD, ELGIN) LAMBTON


Suite 201, 231 Dundas St
London N6A 1H1
General Inquiry (519)675-7680
Toll Free 1-800-663-3775
Fax (519)675-7685
8:30 - 5:00 


WINDSOR ESSEX - KENT

Suite 300, 215 Eugenie St W
Windsor N8X 2X7
General Inquiry (519)250-0788
Toll Free 1-800-663-3775
Fax (519)973-1360
8:30 - 5:00 


TORONTO REGION
8th Flr, 55 St Clair Ave W
Toronto M4V 2Y7
General Inquiry (416)327-8952
Toll Free 1-800-595-9394
Fax (416)327-7763
8:30 - 5:00 

ADDICTIONS AND MENTAL HEALTH
8th Flr, 55 St Clair Ave W
Toronto M4V 2Y7
General Inquiry (416)327-8952
Toll Free 1-800-595-9394
Fax (416)327-4486
8:30 - 5:00 

HOSPITAL SERVICES
8th Flr, 55 St Clair Ave W
Toronto M4V 2Y7
General Inquiry (416)327-8952
Toll Free 1-800-595-9394
Fax (416)327-7763 


LONG-TERM CARE SERVICES
8th Flr, 55 St Clair Ave W
Toronto M4V 2Y7
General Inquiry (416)327-8952
Toll Free 1-800-595-9394
Fax (416)327-4486
8:30 - 5:00 

COMMUNITY HEALTH DIVISION

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-2414
Fax (416)314-5914 

The Community Health Division is responsible for activities relating to Community Health, Community Care Access Centres (CCAC), Long-Term Care Facilities, Mental Health and Addictions and the Psychiatric Patient Advocacy Office. It also shares responsibility with the Acute Services Division for the following areas/branches: Regional Offices, Finance and Information Management, French Language Services, and the Planning, Accountability and Evaluation Unit. For a detailed listing of the following areas, please see Acute Services Division: Finance and Information Management Branch; French Language Services; Issues and Administration Unit; Planning, Accountability and Evaluation; Regional Offices.

COMMUNITY CARE ACCESS CENTRES (CCAC) BRANCH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-3375
Fax (416)314-6207
8:30 - 5:00 

The Community Care Access Centres (CCAC) Branch develops policy based on direction from the government and in consultation with stakeholder groups for home care and community support services and assists regional offices in appropriate and consistent policy implementation across Ontario.


Services offered to the Public:
Long-Term Care Operational

AIDS BUREAU

4th Flr, 5700 Yonge St
Toronto M2M 4K5
(416)327-8797 (Administration)
(416)392-2437 (AIDS Hotline - Toronto)
Toll Free 1-800-268-6066 (Administration)
TTY Toll Free 1-800-668-2437 (AIDS Hotline)
Toll Free French 1-800-267-7432 (AIDS Hotline)
Fax (416)327-9388 (Administration)
8:30 - 5:00 


The **AIDS Bureau** provides **funding** to community-based groups; monitors the anonymous **HIV testing** program; provides the secretariat for the Ontario Advisory Committee on HIV/AIDS (OACHA); provides funding to the Ontario HIV Treatment Network (OHTN); and liaises with other branches within the Ministry of Health and Long-Term Care on HIV/AIDS issues.

COMMUNITY HEALTH CENTRE PROGRAM (CHC)

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7547
Fax (416)327-7550
8:30 - 5:00 

The **Community Health Centre Program** funds 55 CHCs offering services in 28 Ontario communities. CHCs are organizations that offer a range of integrated primary care and health promotion programs with an emphasis on one or more priority groups. A priority group is one that has difficulty gaining access to an appropriate range of primary health services, has a high burden of ill health or a higher risk of developing health problems. A community health centre's multidisciplinary team may include physicians, nurse practitioners, nurses, health promoters, counsellors, community health workers, nutritionists and chiropodists. All staff, including physicians, are paid by salary. Each community health centre is governed by a community-elected board of directors.

DIABETES PROGRAM


4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7547
Fax (416)327-7550
8:30 - 5:00 

The objective of the **Diabetes Program** is to improve access to evidence-based diabetes education services for people living with diabetes in Ontario. The long term goal of the initiative is to significantly reduce the major complications (e.g. dialysis, blindness, amputation) resulting from diabetes. The Diabetes Program funds organizations across the province to meet this objective.

Services offered to the Public:


Community Health Centre Program

ONTARIO MIDWIFERY PROGRAM

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7061
Fax (416)327-7550
8:30 - 5:00 

The Ontario **Midwifery** Program funds the delivery of midwifery services through local transfer payment agencies like community health centres and hospitals. The goal of the Ontario Midwifery Program is to improve maternal and child health outcomes and provide choice in maternity care through a managed community-based program. The fundamental features of the Ontario model of midwifery care are continuity of care, informed choice and choice of birth place.

EXECUTIVE DIRECTOR

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-4531
Fax (416)326-7588 


The Executive Director's office is responsible for leading the common business service functions of the two divisions. Activities include: Business/Technology Transformation Leadership, French Language Services, Finance and Information Management, Issues Management, Planning and HR Management.

FINANCE AND INFORMATION MANAGEMENT BRANCH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-6026
Fax (416)326-9734

The role of the Finance and Information Management Branch for long-term care facilities and agencies, hospitals and mental health services includes the following: providing strategic financial advice and leadership to the division - ensuring financial controllership, analysis and reporting, funding formula management and divisional business planning; developing funding allocations to support provincial health systems plans based on funding formula methodology - ensuring that a comprehensive information management strategy is developed for the division; ongoing development and management of the province's hospital operating plan process.

DIVISIONAL DECISION SUPPORT UNIT

4th Flr, 5700 Yonge St
Toronto M4M 4K5
General Inquiry (416)327-8273
Fax (416)327-4697 

The role of the Divisional Decision Support Unit is to provide coordination of strategic MOHLTC business initiatives; prepare and coordinate policy and cabinet documents; strategic planning (e.g. with respect to health care funding methodologies); deal with issues and briefings and other high profile requests; interaction with external parties and coordination of communication activities with corporate and regional teams.

DIVISIONAL FINANCE

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8650
Fax (416)326-9734


The role of Divisional Finance is to provide financial support to the Health Care Programs Division as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively and efficiently.

DIVISIONAL FINANCE - HOSPITALS

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9779
Fax (416)326-9734


The role of the Divisional Finance - Hospitals is to provide financial support to the Health Care Programs Division, with respect to hospitals, as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively relating to the operation of hospitals.

DIVISIONAL FINANCE - LONG-TERM CARE

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-5069
Fax (416)326-9734 


The role of Divisional Finance - Long-Term Care is to provide financial support to the Health Care Programs Division as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively and efficiently relating to the operation of long-term care facilities and community agencies.

DIVISIONAL FINANCE - MENTAL HEALTH

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7600
Fax (416)327-7281 


The role of Divisional Finance - Mental Health is to provide financial support to the Health Care Programs Division as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively and efficiently relating to the operation of community based mental health agencies, supportive housing providers, provincial psychiatric hospitals and specialty hospitals.

INFORMATION MANAGEMENT UNIT

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)314-5925
Fax (416)327-8951 


The Information Management Unit (IMU) is composed of three groups: Data Management Unit, Information Analysis and Reporting, and Planning and Implementation.

DATA MANAGEMENT UNIT

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)314-5925
Fax (416)327-8951 


The role of the Data Management Unit is to focus on data collection and processing; data quality and integrity; organization and storage of data and development of database applications.

INFORMATION ANALYSIS AND REPORTING UNIT

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)314-5925
Fax (416)327-8951 

The role of the Information Analysis and Reporting Unit is to provide access to reports; ad hoc queries and information requests; maintain data request tracking system; process and monitor FOI issues and research agreements and development of comparative reports, standard reports, business indicators.

INFORMATION PLANNING AND IMPLEMENTATION UNIT

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)314-5925
Fax (416)327-8951 

The role of Information Planning and Implementation Unit is to provide primary functions which includes interaction and consultation with external stakeholders; business systems risk and impact analysis for new projects; research into marketing opportunities for new products.

ONTARIO CASE COSTING METHODOLOGY UNIT

4th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)314-5925
Fax (416)327-8951


Ontario Case Costing Methodology Unit is responsible for the collection of encounter level case costing data that is integral to the hospital funding methodologies. The data is also used in the development of Canadian based resource intensity weights (RIW's) by the Canadian Institute of Health Information (CIHI) in their CMG methodology. In addition, the unit is responsible for the maintenance and improvement on the Ontario Case Costing Methodology and Case Costing database.

PAY EQUITY UNIT

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)212-0823
Fax (416)327-7281


The role of Divisional Finance - Pay Equity Unit is to coordinate the implementation of the Memorandum of Settlement that was signed by the Ontario Provincial Government, five unions and four individuals in April of 2003. The main functions include collecting information from the proxy pay equity eligible transfer payment organizations, determining entitlements, distributing funds and providing advice to key stakeholders. The unit is also responsible to establish proper accountability mechanisms for the proxy pay equity funds.

FRENCH LANGUAGE HEALTH SERVICES

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8975
Fax (416)327-8980
www.health.gov.on.ca/english/public/program/flhs/flhs_mn.html 

The French Language Health Services office supports and facilitates the delivery of French language health services and compliance with the French Language Services Act in the Ministry of Health and Long-Term Care and in Ontario's health care system.

LONG-TERM CARE FACILITIES BRANCH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9753
General Inquiry (416)326-4021 (Enforcement and Compliance Coordinator)
Fax (416)326-0018 

Long-term care facilities provide care for approximately 65,000 residents. The Long-Term Care Facilities Branch funds, monitors and develops policies, program standards and guidelines for approximately 600 long-term care facilities regulated by the province (**nursing homes**, municipal homes for the aged, and charitable homes for the aged). The branch also takes corrective action where necessary to ensure compliance with legislation, regulations, ministry standards and policies. The branch's Facility Support Unit processes nursing home licenses and pre-sale applications and issues **licences** for nursing homes which meet the requirements of the Nursing Home Act. The unit also conducts the annual Levels of Care Classification of long-term care residents in all long-term care facilities in the province.

MENTAL HEALTH AND ADDICTION BRANCH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-3253
Fax (416)327-7481 (Director & Administrative Assistant)
Fax (416)327-0854 (Financial/Business Analyst)
8:30 - 5:00 

The Mental Health and Addiction branch provides corporate management of the mental health and addiction and supportive housing programs. This branch acts as a corporate contact for provincially mandated service providers, consumers, family organizations, etc; supports regional offices on mental health, addiction and housing issues and ensures that regional concerns/pressures are

reflected in provincial initiatives; facilitates service consistency and coordination between regions, and with other divisions and ministries.


ADDICTION PROGRAM

5th Flr, 5700 Yonge St

Toronto M2M 4K5

General Inquiry (416)327-8856

Fax (416)327-0854

8:30 - 5:00 

Addiction Program has a mandate to reduce the harm of **substance abuse**, problem gambling and other addictive behaviours. The program acts as a corporate addictions contact for provincially mandated service providers, consumers, family organizations, etc; supports regional offices on addiction issues and ensures that regional concerns/pressures are reflected in provincial initiatives; and facilitates service consistency and coordination between regions. The area also coordinates the Comprehensive Strategy for the Treatment, Prevention and Research of Problem Gambling in Ontario. The program also manages the provincial **Drug** and **Alcohol** Treatment Information system (DATIS) and the Drug and Alcohol Registry of Treatment (DART).

MENTAL HEALTH PROGRAM

Macdonald Block


2nd Flr Rm M2-61, 80 Grosvenor St

Toronto M7A 1R3

General Inquiry (416)314-5920

Fax (416)327-7481 (5th Flr - Hepburn Block)

Fax (416)327-0928 (2nd Flr - Macdonald Block)

8:30 - 5:00 

The Mental Health Program acts as a corporate mental health contact for provincially mandated service providers, consumers, family organizations, etc; supports regional offices on mental health issues and ensures that regional concerns/pressures are reflected in provincial initiatives; ensures service consistency and coordination between regions.


SUPPORTIVE HOUSING PROGRAM

5th Flr, 5700 Yonge St

Toronto M2M 4K5


General Inquiry (416)327-7039

Fax (416)327-7281

8:30 - 5:00 


The Supportive **Housing** Program provides program support, project management, issue management and inter-ministerial and inter-divisional liaison related to supportive housing. The program has the key project lead role in supportive housing initiatives including the provincial and federal housing portfolio administration, and the MOHLTC Homelessness initiative. The program has the lead support role for the Assertive Community Treatment Teams across the province in supporting their consistent implementation according to standards, monitoring and evaluation.

OFFICE OF THE STRATEGIC PROJECTS


North American Life Ctr
5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-1433
Fax (416)327-7364
8:30 - 5:00 


The Office of the Strategic Projects is responsible for strategic projects within the Acute Services and Community Health Divisions. Projects include key areas of the inpatient and community sectors, the coordination and management of initiatives related to the healthcare system and the linking with strategic initiatives in other parts of the ministry and other ministries. In conjunction with regional, corporate offices, the office will develop province-wide measurement frameworks to support decision-making within the division; support the development of provincial accountability frameworks between the ministry and health care programs; support the review and analysis of existing health care programs, services, policies and standards to improve program effectiveness; and provide consultation in evaluation and quality concepts to promote the use of effective evaluation practices. The office is the corporate link for District Health Councils.


PSYCHIATRIC PATIENT ADVOCATE OFFICE (PPAO)


8th Flr Suite 802, 55 St Clair Ave W
PO Box 28
Toronto M4V 2Y7
General Inquiry (416)327-7000
Toll Free 1-800-578-2343
Fax (416)327-7008
www.ppao.gov.on.ca
8:30 - 5:00 


The **Psychiatric** Patient Advocate Office (PPAO) provides advocacy and rights advice to inpatients in current and former provincial psychiatric **hospitals**. The PPAO also provides rights advice services in Schedule 1 Facilities and in the community to persons who are subject to community treatment orders and their substitute decision makers, if any. Public education regarding patients' rights in Ontario is available as part of the office mandate.


BROCKVILLE
1804 Hwy 2 E
PO Box 1050
Brockville K6V 5W7
General Inquiry (613)345-1461x2530
Fax (613)345-4352
8:30 - 4:30 


HAMILTON
Rm F136A, 100 West 5th St
PO Box 585
Hamilton L8N 3K7
General Inquiry (905)388-2454
Fax (905)381-5622
8:30 - 4:30 


KINGSTON
Rm 1005E, 752 King St W
Kingston K7L 4X3
General Inquiry (613)548-5575
Fax (613)540-6107
8:30 - 4:30 


LONDON
Rm B111, 850 Highbury Ave
London N6A 4H1
General Inquiry (519)455-5676
Fax (519)679-7022
8:30 - 4:30 


NORTH BAY
Rm 35, Hwy 11 N
PO Box 3010
North Bay P1B 8L1
General Inquiry (705)474-1377
Fax (705)495-7889
8:30 - 4:30 

PENETANGUISHENE
Rm 318, 500 Church St
Penetanguishene L9M 1G3
General Inquiry (705)549-3663
Fax (705)549-3172
8:30 - 4:30 

ST THOMAS
Rm J178, 467 Sunset Dr
PO Box 2004
St Thomas N5P 3V9
General Inquiry (519)631-1427
Fax (519)631-8216
8:30 - 4:30 


THUNDER BAY
Rm Ba207b, 580 Algoma St N
Ward 2 S
Thunder Bay P7B 5G4
General Inquiry (807)343-4309
Fax (807)343-4374 


TORONTO
Rm 167, 1001 Queen St W
Toronto M6J 1H4
General Inquiry (416)535-3959
Fax (416)583-3428
8:30 - 4:30 


WHITBY
Rm 7-2035, 700 Gordon St
Whitby L1N 5S9
General Inquiry (905)430-4047
Fax (905)430-4044
8:30 - 4:30 


REGIONAL OFFICES


The Regional Offices were set up as part of the government’s commitment to deliver health services to the public and stakeholders in the various communities across the province. Services to the communities are now delivered more quickly and efficiently. With the formation of the regional offices, the public and various stakeholders are now in more direct contact with their ministry counterparts. This allows for better contact and problem solving.


CENTRAL EAST (NEWMARKET) REGION
3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)954-4700
Toll Free 1-800-486-4935
Fax (905)954-4701
Fax (905)954-4702 

HOSPITAL SERVICES
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Fax (905)954-4702 

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Whitby L1N 5S9
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Fax (905)430-4032 

PETERBOROUGH SATELLITE OFFICE
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8:30 - 5:00 


NIAGARA, BRANT, HALDIMAND-NORFOLK

Ellen Fairclough Bldg
11th Flr, 119 King St W
Hamilton L8P 4Y7
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8:30 - 5:00 


CENTRAL WEST (MISSISSAUGA) REGION

Suite 301, 201 City Centre Dr
Mississauga L5B 2T4
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Fax (905)275-2740 


HALTON/PEEL

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Toll Free 1-866-716-4446
Fax (905)275-2740 

WATERLOO, WELLINGTON/DUFFERIN

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Mississauga L5B 2T4
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Fax (905)275-2740 


EAST REGION/MAIN OFFICE

8th Flr, 10 Rideau St
Ottawa K1N 9J1
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Toll Free 1-877-779-5559
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8:30 - 5:00 

KINGSTON TEAM

1st Flr, 23 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7230
Toll Free 1-800-667-1062
Fax (613)536-7231
8:30 - 5:00


EAST REGION, OTTAWA TEAM

Suite 310, 47 Clarence St
Ottawa K1N 9K1
General Inquiry (613)241-4263
Toll Free 1-800-267-8588
Fax (613)241-9312
8:30 - 5:00 


OTTAWA TEAM

Suite 310, 47 Clarence Ave
Ottawa K1N 9K1
General Inquiry (613)241-4263
Toll Free 1-800-267-8588
Fax (613)241-9312
8:30 - 5:00

NORTH REGION

4th Flr Suite 406, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-3130
Toll Free 1-800-663-6965
Fax (705)564-7493
8:30 - 5:00 

SOUTHWEST REGION

Suite 201, 231 Dundas St
London N6A 1H1
General Inquiry (519)675-7680
Toll Free 1-800-663-3775
Fax (519)675-7685
8:30 - 5:00 

GREY, BRUCE, HURON, PERTH


Suite 201, 231 Dundas St

London N6A 1H1

General Inquiry (519)675-7680

Toll Free 1-800-663-3775

Fax (519)675-7685

8:30 - 5:00 **TORONTO REGION**


8th Flr, 55 St Clair Ave W

Toronto M4V 2Y7

General Inquiry (416)327-8952

Toll Free 1-800-595-9394

Fax (416)327-7763

8:30 - 5:00 **WINDSOR ESSEX - KENT**


Suite 300, 215 Eugenie St W

Windsor N8X 2X7

General Inquiry (519)250-0788

Toll Free 1-800-663-3775

Fax (519)973-1360

8:30 - 5:00 


CORPORATE SERVICES AND ORGANIZATIONAL DEVELOPMENT DIVISION

Hepburn Block

9th Flr, 80 Grosvenor St

Toronto M7A 1R3

General Inquiry (416)326-5318

Fax (416)327-4409 

Corporate Services and Organizational Development Division leads the development and implementation of ministry management, accountability, controllership frameworks to ensure cost-effective use of ministry resources to achieve business results. The division provides strategic and operational services to ministry clients, essential to the effective delivery of ministry programs, e.g., business, fiscal and capital planning, alternate financing strategies and health reform implementation; audit; supply and financial services; government pharmacy; accommodation; human resources and organizational development; business improvement; freedom of information and protection of privacy; submission coordination and Cabinet Office liaison; and public appointments. It also provides administrative support to the Ontario Review Board, Consent and Capacity Board, Health Services Appeal and Review Board, Health Professions Appeal and Review Board, and oversight of the Smart Systems for Health Agency.


CAPITAL PLANNING AND STRATEGIES BRANCH

Hepburn Block

9th Flr, 80 Grosvenor St


Toronto M7A 2C6

General Inquiry (416)327-7065

Fax (416)327-3489 


The Capital Planning and Strategies Branch is responsible for the coordination of the ministry's capital plan, and regular reporting of the ministry's capital financial status to the central agencies. This branch also manages the capital planning process, capital policy development, health capital strategies, and alternative financing strategies for the Ministry of Health and Long-Term Care. In addition, it provides technical advice and capital funding to health care facilities, and holds controllership functions for appropriation control, financial monitoring and multi-year forecasting on the Health Capital Program.

CORPORATE MANAGEMENT BRANCH

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-5764
Fax (416)327-2714 


The Corporate Management Branch (CMB) provides divisional and corporate coordination, agency oversight and liaison, consulting and project management services to support effective organizational performance and the achievement of the Corporate Services and Organizational Development Division and Ministry goals. The branch consists of the following units: Corporate Coordination Office, Public Appointments Unit, Business Improvement Office, Access and Privacy Office, the Divisional Coordination Unit and the Agency Liaison Unit.

ACCESS AND PRIVACY OFFICE

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7040
Fax (416)327-7044
8:30 - 5:00 


The Access and Privacy Office coordinates the administration and implementation of the Freedom of Information and Protection of Privacy Act (the Act) within the Ministry of Health and Long Term-Care and many of its affiliated agencies. The office develops policies and procedures for implementing the Act, collects fees in accordance with the regulations, and provides advice and training to staff on the requirements of the Act, privacy protection and Privacy Impact Assessments. The office also liaises with the Office of the Information and Privacy Commissioner/Ontario regarding appeals, inquiries and investigations and coordinates the responses to those matters with Legal Services Branch and program areas. The Access and Privacy Office also works with ministry program areas to ensure that practices for the collection, use, retention, and disclosure of personal information comply with legislation.

AGENCY LIAISON UNIT

12th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)212-2089
Fax (416)314-3751 

The Agency Liaison Unit manages the Ministry's oversight and liaison function involving the Smart Systems for Health Agency and the adjudicative Boards (Consent and Capacity Board, Ontario Review Board, Health Services Appeal and Review Board and the Health Professions Appeal and Review Board). The unit is involved with strategic and business planning as well as monitoring the agencies for compliance with their approved mandate, scope, budgets, and performance measures.


BUSINESS IMPROVEMENT OFFICE

2nd Flr, 880 Bay St
Toronto M7A 1N8
General Inquiry (416)326-6424
Fax (416)327-4434 

The Business Improvement Office (BIO) provides in-house management consulting services to clients within the ministry to enhance organizational effectiveness and performance. These services include business improvement assessments, process mapping and re-design, planning and facilitating workshops, support for change initiatives, and developing service improvement


strategies. The office also provides leadership and management of ongoing corporate projects, e.g., Ministry Quality Service, Common Service Standards monitoring and reporting, and customer surveying plans; and ministry specific projects, such as the review of Program Delegations of Authority. In addition, the office coordinates special corporate projects, such as the OPS Ideas Campaign, and Integrated Service Delivery.

CORPORATE COORDINATION OFFICE

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9952
Fax (416)327-2714 


The Corporate Coordination Office (CCO) manages relationships with central agencies to facilitate government decision-making about ministry business in a timely fashion. The office is responsible for the scheduling and sign off of Cabinet committee items. CCO's function is to ensure the delivery of a well-integrated, value-added coordination service, including the development of outlook reports to plan, track and manage the agenda and activities of the ministry. The office is responsible for coordinating visits from international delegations, and coordinating ministry responses to the Chief Coroner, the Ombudsman and the Environmental Commissioner. CCO includes the Public Appointments Unit (PAU).

PUBLIC APPOINTMENTS UNIT

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8502
Fax (416)327-8496 


The Public Appointments Unit (PAU) is responsible for processing, monitoring and administering the ministry's public appointments. The unit monitors terms and expirations; ensures appointments are in compliance with existing legislation; and prepares Orders-in-Council and Ministerial Appointment Letters. The PAU serves as the focal point for inquiries from the ministry's agencies, boards and commissions, program areas and the public regarding the ministry's appointments process. It also retains resumes and applications from individuals interested in seeking a public appointment. In addition, the Unit provides advice to Ministry program areas regarding protocols for establishing agencies and facilitating appointments.

DIVISIONAL COORDINATION UNIT

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-8818
Fax (416)327-2714 


The Divisional Coordination Unit (DCU) provides internal services and support to the Corporate Services and Organizational Development Division such as coordinating divisional business, operational and financial planning, tracking and reporting, and special projects for the division.

FISCAL STRATEGIES BRANCH

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 2C6
General Inquiry (416)327-8676
Fax (416)314-5919 


The Fiscal Strategies Branch is responsible for the coordination of the ministry's business plan and estimates process, the coordination of submissions to Management Board of Cabinet and regular reporting of the ministry's financial status to the central agencies. This branch also provides financial, risk and cost analysis as well as appropriation control, financial monitoring and multi-year forecasting. The Fiscal Strategies Branch advises ministry program managers and ministry senior management on financial business.

HEALTH REFORM IMPLEMENTATION TEAM

Ground Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)326-1049
Fax (416)326-1211
8:30 - 5:00 


The Health Reform Implementation Team (HRIT) is responsible for the province-wide coordination and facilitation to implement directives and advice for hospital restructuring and related impacts on the health system. The HRIT is also responsible for leading the adjustments of funding to support hospital program and service changes resulting from restructuring and for managing the government approval processes for restructuring capital projects for hospitals. As well, HRIT leads the implementation of the divestment of provincial psychiatric hospitals.

HUMAN RESOURCES BRANCH

2nd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7579
Fax (416)327-4482 

The Human Resources Branch (HR) supports the implementation of corporate initiatives and the Ministry's core businesses and policy priorities by providing senior management, corporate offices and field staff with comprehensive human resources advice, policy direction, strategic planning and interpretation of collective agreements. HR supports the Ministry in achieving its goals through the development of human services systems, processes and communication that support line managers and employees. Human Resources consultants, specialists and assistants provide services to clients and employees. These services include the provision of information, advice, support and direction on matters related to employee relations, health and safety, staffing/recruitment, compensation and job evaluation, workforce and organizational development.


IFIS PROJECT

Suite 403, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)212-6620
Fax (416)327-9438 

The Integrated Financial Information System (IFIS) is a project within the Corporate Services and Organizational Development Division (CSOD). The Project is responsible for implementing the new on-line OPS-wide IFIS within the ministry. The project team's responsibilities include business process development, systems integration, change management, ministry-specific training and communication. Implementing IFIS will support the Ontario Public Service in its migration of


appropriation control and financial system from a modified-cash to a modified accrual basis of accounting and will provide accurate, consistent and up-to-date financial information.

SUPPLY AND FINANCIAL SERVICES BRANCH

99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312 (Main)
Fax (416)327-7979 (Director's Office)
8:30 - 5:00 


Supply and Financial Services Branch manages the ministry's program payment process, performs financial services and controllership function to ensure the judicious expenditure of public funds, and coordinates the submission of Public Accounts. It also provides a range of planning, advisory and support services to ministry programs including: facilities management; strategic commodity and contracted resource planning; vendor management; service contract management; warehousing and distribution services; records management, and delivery of mail and copy services outside Queen's Park. This branch also provides a service management and liaison function relating to financial and administrative services delivered by Shared Services Bureau.

BRANCH OPERATIONAL SUPPORT SERVICES

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312
8:30 - 5:00 


Branch Operational Support Services provides a wide variety of administrative, clerical and data entry services both within the branch and ministry wide. Corporate services include issuing photo ID cards for ministry staff; Cenmail System (a Centralized Mailing List System for use by the entire ministry) provides both mailing labels and reports of a wide variety of common mailing lists; PACE and KWIC index coordination for the Ministry.

PROGRAM SUPPORT SERVICES

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6663
Fax (613)548-6514
8:00 - 5:00 


Program Support Services provides support for the programs and program payments in Kingston through management of a number of key functions, including: transmission of transfer payments, cheque production and data entry adjustments for MOHLTC program payments; resource management of the Control and Word Processing Units of the section in support of the Subrogation Unit and general administration, human resources, security, invoice processing, records management and technical support functions to the branch and staff in Kingston.

RECORDS MANAGEMENT

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312 


Records Management provides a variety of services consistent with established government acts, directives, policies and guidelines to clients within the Ministry, enabling them to efficiently manage their recorded information holdings to support business program delivery. The Records Analyst enforces policies and procedures that are consistent with the Archives Act, the Management of Recorded information Directive, and the Freedom of Information and Protection of Privacy Act. The Analyst consults with program areas and develops records schedules, file classification systems and file plans. The unit provides guidance and direction on the disposal of records either through the transfer to offsite storage, or to the Archives of Ontario, or their destruction if appropriate. Consultation services are provided on records management related issues such as program transfers, relocations, closures, and contracting with Information Management Solutions (Shared Services Bureau) for services.

FACILITIES MANAGEMENT SERVICES

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312
8:30 - 5:00 


Facilities Management Services (FMS) provides assistance to the Ministry of Health and Long-Term Care (MOHLTC) branches / programs and their related agencies in meeting their accommodation and movable asset management needs. FMS provides the following services: project management which includes alteration, capital and repair work; space management of leased space which includes needs analysis, site selection, design coordination, review of operations and maintenance requirements and coordination of leasing; coordination and development of security access standards and protocols and emergency measures planning for all MOHLTC-occupied facilities.

REGIONAL ADMINISTRATION AND SUPPORT SERVICES

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6515
(613)548-7878x2046 (Inserting Room)
TTY (613)548-6371
Fax (613)548-6634
8:00 - 4:30 


Regional Administration and Support Services provides a full range of services that include mail and messenger services, large volume mailing capabilities, reproduction and stationery stores and micro-imaging services that include source document filming.

CORPORATE FINANCIAL SERVICES

10th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7972
Fax (416)327-8884
8:30 - 5:00 


The Corporate Financial Services of the Supply and Financial Services Branch is headed by the Office of the Chief Accountant. The Corporate Chief Accountant works in conjunction with Fiscal Strategies Branch to ensure the tenets of modern controllership practices and accountability frameworks are adopted and maintained throughout the ministry. The Chief Accountant is also responsible for ensuring best practices are adopted in developing/applying financial policies and that quality assurance standards are in place for financial processes within the ministry.

PROGRAM PAYMENTS SERVICES

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6663
Fax (613)547-1963
8:30 - 5:00 


Program Payments Unit of Corporate Financial Services is responsible for the processing of payments under the Health Insurance Act, and for the Assistive Devices, Northern Health Travel Grant and Ontario Drug Programs; maintaining accounting records and expenditure analysis for these programs, and also recovering funds on behalf of the ministry for third party attachments (CCRA, Family Support, Garnishments, etc) against service providers who are payment recipients under these programs.

SUBROGATION

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6663
Fax (613)548-6763
8:30 - 5:00 

The Subrogation unit recovers on behalf of the ministry, the cost of health care services rendered to a person who has suffered an injury as a result of another's negligence, wrongful act, or omission. Recoveries are made for all past and future insured services rendered under the Health Insurance Act and past services or benefits provided under the Long Term Care Act. Subrogation is responsible for monitoring compliance of payment responsibility in motor vehicle accidents.

ONTARIO GOVERNMENT PHARMACEUTICAL AND MEDICAL SUPPLY SERVICE

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-0837 


Ontario Government Pharmaceutical and Medical Supply Service (OGPMSS) is a central common service of the Government of Ontario. It is responsible for the provision of program related vaccines, drugs and related medical supplies to support government ministries and Schedule 1 agencies and facilities. Broader public sector organizations may also take advantage of the services provided. OGPMSS offers an integrated logistic service through product standardization, client evaluations, volume purchasing, centralized customer service, centralized ordering, warehousing

and distribution and consolidated invoicing. OGPMSS also provides customer service support and the warehousing and distribution service for the Ministry of Health and Long-Term Care and Ministry of Community and Social Services Forms and Publications.


CUSTOMER SERVICE

1st Flr, 99 Adesso Dr
Concord L4K 3C7
 (416)327-8222 (Forms)
 (416)327-0837 (OGPMSS)
 Fax (416)327-0818 (OGPMSS)
 Fax (416)327-0329 (Forms)

WAREHOUSE DISTRIBUTION AND OPERATIONS


1st Flr, 99 Adesso Dr
Concord L4K 3C7
 (416)327-0835 (Assistant Manager) 

STRATEGIC SERVICES AND CONTRACT MANAGEMENT

1st Flr, 99 Adesso Dr
 Concord L4K 3C7
 General Inquiry (416)327-7200
 Fax (416)327-0762 


Strategic Services and Contract Management unit's service delivery objectives are: to advise program areas on unique and complex strategic business decisions general and consulting (fee for service, alternate service delivery, contract management) services and on ministry specific products (vaccines); to manage post contract award service contracts; to achieve, at the least cost, value for money expended; to provide access for the private business sector at large to compete in an uncomplicated, fair and consistent manner; to achieve the effective delivery of strategic services and contract management within the intent of government and ministry policies in support of program area objective by consultation and coordination between functionally oriented departments, clients, field operations and strategic business services providers.

HEALTH SERVICES DIVISION

Hepburn Block
 11th Flr, 80 Grosvenor St
 Toronto M7A 1R3
 General Inquiry (416)327-4266
 Fax (416)314-5915
 8:30 - 5:00 

The Health Services Division includes the Operational Support Branch, Drug Programs Branch, Laboratories Branch, Fraud Programs and Investigation Unit, Alternative Payment Programs Branch, Provider Services Branch, and Registration and Claims Branch.


ACADEMIC HEALTH SCIENCE CENTRES PROJECT

10th Flr, 1075 Bay St
 Toronto M5S 2B1
 General Inquiry (416)212-1705
 Fax (416)212-1729
www.health.gov.on.ca/english/providers/project/ahsc/ahsc_mn.html
 8:30 - 5:00 

The Academic **Health Sciences** Centre (AHSC) Alternative Funding Plan (AFP) project was set up to negotiate, implement and monitor AFP agreements with AHSCs in Toronto, Hamilton, London and Ottawa. The 2000 Agreement between the Ontario Medical Association (OMA) and the MOHLTC recognized the need to fund physicians in AHSCs in innovative ways to allow them to fulfill both their patient service and academic responsibilities. AFPs are aimed at: better coordination and integration of the interests of the medical staff, teaching hospital(s) and universities; more successful recruitment and retention of academic physicians; and enhancing


predictability and accountability around physician funding and service volumes. Physicians in AHSCs contribute to innovation in health care services through clinical services, education and research. Roughly 3,000 academic physicians are participating in these AFPs.

ALTERNATIVE PAYMENT PROGRAMS BRANCH

8th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-9400
Fax (416)327-7519
8:00 - 5:00 


The Alternative Payment Programs Branch is responsible for developing and managing the operation and administration of arrangements with alternatively funded health service providers and Independent Health Facilities.

ALTERNATIVE PAYMENT PROGRAMS UNIT

8th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-9400
Fax (416)327-7519
8:30 - 5:00 


The Alternative Payment Programs (APP) Unit provides for the remuneration of **physicians** and payment for their services by means other than fee-for-service. Originally alternate payments were established to address limitations within the **OHIP** Schedule of Benefits. More recently, the ministry views alternative **funding**/payment plans as a viable means of focusing physician service delivery and funding; improving access to and distribution of physicians; promoting practice change and accountability; and supporting system harmonization (hospital restructuring and partnerships with health service agencies). Physician remuneration within APP arrangements include compensation within global budgets, sessional or hourly rates and per bed or per patient costs. Over 4000 or approximately 20 per cent of the province's physicians receive all or part of their income through a variety of alternate payment arrangements.

DRUG PROGRAMS BRANCH

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8109
(416)503-4586 (Senior's Co-payment)
French Phone 1-888-405-0405 (Senior's Co-payment Line)
Toll Free 1-866-811-9893
8:00 - 5:00 


Drug Programs Branch develops and manages drug programs to ensure that optimal pharmaceutical services are provided for the protection and improvement of Ontarians' health, and manages a reimbursement system for prescription drugs. It maintains close partnerships with industry, pharmacy and medicine in order to better manage drug programs and is responsible for the delivery of Ontario's Drug Benefit (ODB) program, the Trillium Drug Program (TDP), the Special Drugs Program (SDP) and the publication of the Ontario Drug Benefit Formulary/Comparative Drug Index (the Formulary/CDI). The ODB Formulary/CDI identifies drug products designated as benefits under the program, and those brands of drugs that are considered to be interchangeable, and serves as a prescribing and reimbursement guide for doctors and pharmacists. The Ontario Drug Benefit Act (ODBA) and the Drug Interchangeability and Dispensing Fee Act (DIDFA) provides the legislative framework under which the program is administered.

ADMINISTRATION, FINANCE AND ELIGIBILITY

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8109
Toll Free 1-866-811-9893
8:00 - 5:00 


The Administration, Finance and Eligibility unit coordinates the branch's administrative and financial services, coordinates ministerial briefings and communications activities, and is responsible for the program analysis, planning and development functions of the branch. The unit also advises the Ministry of Health and Long-Term Care, other provincial ministries, institutions, professional organizations, the pharmaceutical industry and the general public on matters relating to the Ontario **Drug** Benefit Program, including drug evaluations, improving the quality of pharmaceuticals in nursing homes, homes for the aged, hospitals and government institutions.

DRUG PROGRAMS MANAGEMENT UNIT

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8109
Toll Free 1-866-811-9893
8:00 - 5:00 


The **Drug** Programs Management Unit is responsible for the quality assessment of drugs to be listed (or already listed) in the Ontario Drug Benefit (ODB) Formulary/CDI, through technical evaluation of submissions from **pharmaceutical** manufacturers. This unit also provides secretariat functions for the Minister's expert advisory committee, the Drug Quality and Therapeutics Committee (DQTC) to the Minister of Health and Long-Term Care. The DQTC is comprised of experts in medicine, pharmacy and other disciplines who make recommendations relating to pharmaceutical and pharmacological matters, evaluate requests for unlisted drug products under the Individual Clinical Review (Section 8) mechanism, evaluate scientific/educational material for health professionals, and facilitate communication between the ministry and professional organizations.

PHARMACEUTICAL SERVICES COORDINATION UNIT

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8109
Toll Free 1-866-811-9893
8:00 - 5:00 

The **Pharmaceutical** Services Coordination Unit provides liaison services relating to the pharmaceutical industry, pharmacists and pharmaceutical care, professional organizations, other government agencies as well as physician liaison services relating to prescribing guidelines. The unit also coordinates the production/printing/distribution of the Ontario **Drug** Benefit Formulary/Comparative Drug Index. When ordered by an Ontario-authorized prescriber and dispensed in Ontario, drugs listed in the ODB Formulary/CDI are available to ODB-eligible recipients. The unit processes, monitors and audits **claims** from all ODB providers and acts in an advisory capacity for matters related to ODB claims payment.

TRILLIUM DRUG PROGRAM

15th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)326-1558
TTY 1-800-387-5559
Toll Free 1-800-575-5386
8:00 - 5:00 


The Trillium **Drug** Program (TDP) unit administers the program for people who have high drug costs in relation to their income by assessing applications and processing receipts. The program has an annual deductible that is based on household income. Each year starting August 1, recipients must pay for their drug cost up to their deductible level before they are eligible for drug coverage; the deductible is paid in quarterly instalments. Once the deductible is paid in each quarter, eligible people receive drug coverage until the start of the next quarter. All eligible people must pay a \$2 co-payment per **prescription** each time they purchase a covered drug product in Ontario.

EXECUTIVE DIRECTOR'S OFFICE

Suite 270, 880 Bay St
Toronto M7A 1R3
General Inquiry (416)327-5169
Fax (416)327-5186
8:30 - 5:00


The Office of the Executive Director, Physician Services, is responsible for providing clear, consistent and timely policy and planning directions related to physician services in Ontario. The Executive Director provides leadership in all physician-related areas, including: negotiations; provision of the Fee-for-Service Payment Program; remuneration of physicians within alternate payment programs; primary care initiatives; Academic Health Science Centres; Ontario's medical laboratory services system and operation of the province's public health laboratories.

FRAUD PROGRAMS BRANCH

2nd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7509
Fax (416)327-4439
8:30 - 5:00 


The Fraud Programs branch provides proactive leadership to protect health care resources from fraud, misuse, abuse, and related criminal activity. The Branch creates and maintains partnerships both within and outside the ministry to increase fraud awareness, contribute to policy development and also develop strategic plans for the prevention, detection and deterrence of fraud, misuse, abuse, and related criminal activity

OPP HEALTH FRAUD TEAM

2nd Flr, 27 Place d'Armes
Kingston K7K 6Z6
General Inquiry (705)329-6415
Fax (705)329-6456
8:15 - 4:30 

The OPP Health **Fraud** Team operates pursuant to an agreement with MOHLTC to investigate fraud pertaining to Health Services utilization and payment.

LABORATORIES BRANCH

4th Flr Rm 433, 880 Bay St
Toronto M7A 1R3
General Inquiry (416)326-3611
Fax (416)326-3617 


The Laboratories Branch provides operational support to Ontario's medical laboratory services system and also provides laboratory support for the population's health by performing tests related to communicable diseases and for drinking water. The branch operates 12 Public Health Laboratories and the Laboratory Licensing and Inspection Service. It is also responsible for the negotiation and administration of **OHIP** payments for community (private) laboratories. The branch is also responsible for operational policy for all laboratory issues including a comprehensive laboratory reform strategy currently being implemented across the province.

DIRECT SERVICES

81 & 81A Resources Rd
Toronto M9P 3T1
General Inquiry (416)235-5952

The Public Health Laboratories provide laboratory testing and expertise for the prevention of disease and the protection and promotion of the public's health in Ontario. The twelve laboratories carry out testing in support of public health activities and programs relating to reportable, emerging and other public health relevant diseases. The following are the locations of public health laboratories:

CENTRAL PUBLIC HEALTH LABORATORY


81 & 81A Resources Rd
Toronto M9P 3T1
General Inquiry (416)235-5952
(416)605-3113 (Emergency Duty Officer)
Toll Free 1-800-640-7221 (Help Line)
Fax (416)235-6080 

MAILING ADDRESS FOR LETTERS,
PARCELS (NOT SPECIMENS)
PO Box 9000 Terminal A
Toronto M5W 1R5

ALTERNATE MAILING ADDRESS FOR
LETTERS, PARCELS
PO Box 37 Etobicoke "B"
Toronto M9W 5K9

SHIPPING ADDRESS FOR SPECIMENS
81 Resources Rd
Toronto M9P 3T1

CENTRAL PUBLIC HEALTH LABORATORY - DIRECT SERVICES

81 Resources Rd
Toronto M9P 3T1
General Inquiry (416)235-5941
8:00 - 5:15 

The Central Public Health **Laboratory** provides laboratory testing and expertise for the prevention of **disease** and the protection and promotion of the public's health in Ontario. It also carries out testing in support of public health activities and programs relating to reportable, emerging and other public health relevant diseases.

REGIONAL PUBLIC HEALTH LABORATORIES


HAMILTON PUBLIC HEALTH
LABORATORY

250 Fennell Ave W
PO Box 2100

Hamilton L8N 3R5

General Inquiry (905)385-5379

Fax (905)385-0083

8:00 - 5:00 


KINGSTON PUBLIC HEALTH
LABORATORY

181 Barrie St

PO Box 240

Kingston K7L 4V8

General Inquiry (613)548-6630

Fax (613)548-6636 

LONDON PUBLIC HEALTH
LABORATORY


St. Joseph Mental Health Ctr

5th Flr 850 Highbury Ave

PO Box 5704 Postal Stn A

London N6A 4L6

General Inquiry (519)455-9310

Fax (519)455-3363 

ORILLIA PUBLIC HEALTH
LABORATORY

750 Memorial Ave

PO Box 600

Orillia L3V 6K5

General Inquiry (705)325-7449

Fax (705)329-6001


8:00 - 5:00

OTTAWA PUBLIC HEALTH
LABORATORY

2380 St Laurent Blvd

Ottawa K1G 6C4

General Inquiry (613)736-6800

Fax (613)736-6820 


PETERBOROUGH PUBLIC HEALTH
LABORATORY

99 Hospital Dr

PO Box 265

Peterborough K9J 6Y8

General Inquiry (705)743-6811

Fax (705)745-1257 

SAULT STE MARIE PUBLIC HEALTH
LABORATORY


160 McDougall St

PO Box 220

Sault Ste Marie P6A 5L6

General Inquiry (705)254-7132

Fax (705)945-6873

8:00 - 5:00 


SUDBURY SATELLITE PUBLIC HEALTH
LABORATORY

Suite 2, 1300 Paris St

Sudbury P3E 6H3

General Inquiry (705)564-6917

Fax (705)564-6918

8:00 - 5:00 


THUNDER BAY PUBLIC HEALTH
LABORATORY

336 South Syndicate Ave

Thunder Bay P7E 1E3

General Inquiry (807)622-6449

Fax (807)622-5423

8:00 - 5:00 


TIMMINS PUBLIC HEALTH
LABORATORY

67 Wilson Ave

Timmins P4N 2S5

General Inquiry (705)267-6633

Fax (705)360-2006

8:00 - 5:00 


WINDSOR PUBLIC HEALTH
LABORATORY

3400 Huron Church Rd


PO Box 1616

Windsor N9A 6S2

General Inquiry (519)969-4341


Fax (519)973-1481 

LABORATORY LICENSING AND INSPECTION SERVICE

3rd Flr, 81A Resources Rd
Toronto M9P 3T1
General Inquiry (416)235-6054
Fax (416)235-6282 


Laboratories in Ontario are regulated under the **Laboratory** and Specimen Collection Centre **Licensing** Act and Regulations 682 and 683. Under this act, laboratories that perform testing for diagnosis, prophylaxis and treatment must be licensed, and are inspected regularly.

OPERATIONAL SUPPORT BRANCH

Hepburn Block
11th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8312
Fax (416)327-4404 

The role of the Operational Support Branch is to manage the Assistive Devices Program and Home Oxygen Program and lead, coordinate and support strategic planning, financial management, operational policy coordination and issues management across the division. This includes: strategic planning for the division and coordination with ministry strategic planning exercises; coordination of cross-divisional briefing notes, division business, fiscal and operational plans, and coordinated input into policy formulation.

ASSISTIVE DEVICES PROGRAM


North American Centre
7th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8804
TTY (416)327-4282
Toll Free 1-800-268-6021 (Client Inquiries)
Toll Free 1-800-267-9458 (Health Care Payments)
TTY Toll Free 1-800-387-5559
Fax (416)327-8192
www.health.gov.on.ca 

The Assistive Devices Program (ADP) and Home Oxygen Program (HOP) helps pay for certain equipment and supplies for Ontario residents with long-term physical **disabilities**. ADP pays up to 75% of the cost for devices such as artificial limbs, **wheelchairs**, and hearing aids. People receiving social assistance are eligible to receive up to 100% of the cost of devices. A grant is paid directly to clients for ostomy supplies, and needles and syringes for insulin-dependent **seniors**. HOP pays 100% of a flat monthly rate for oxygen for seniors, people on **welfare**, the Home Care Program or those living in **Long-Term Care** Facilities (LTCF). HOP pays 75% for all other eligible clients.

Services offered to the Public:


Assistive Devices Program
Home Oxygen Program

PRIMARY HEALTH CARE AND PHYSICIAN POLICY BRANCH

8th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-9400
Fax (416)327-1968
8:00 - 5:00 

The Primary Health and Physician Policy Branch is responsible for primary care renewal and development and implementation of physician and other practitioner payment and service delivery models; FPT relations and policy development for alternatively funded physicians; and responsible for the Independent Health Facilities.

INDEPENDENT HEALTH FACILITIES PROGRAM

Macdonald-Cartier Bldg
2nd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6637
Fax (613)548-6734
8:00 - 5:00 

Under the Independent **Health** Facilities Act (IHFA), approximately 1,000 specialized **medical** facilities are licensed and funded. Most of these IHF's provide imaging and other diagnostic tests. Others provide treatment and surgical services that were historically performed only in hospitals. The Independent Health Facilities Program (IHFP) also includes the Ministry's **X-Ray** Inspection Service which ensures that hospital and other X-Ray facilities comply with the Healing Arts Radiation Protection Act.

PHYSICIAN PAYMENT POLICY AND SPECIAL PROJECTS

8th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-9400
Fax (416)327-1968

The Health Services Organization (HSO) Programs implement approaches to primary care that use capitation based funding for a comprehensive range of primary care services to a rostered patient population. The capitation method is intended to encourage a multidisciplinary approach to care with an emphasis on health promotion and disease prevention. Primary care services are provided by practitioners such as physicians, nurses, social workers and nutritionists. There are currently 50 HSOs throughout Ontario.

INTERDISCIPLINARY PRACTITIONER PROGRAM

Suite 108, 1055 Princess St
Kingston K7L 1H3
General Inquiry (613)650-5444
Fax (613)650-5440

The Interdisciplinary Practitioner Program unit is responsible for the implementation and management of Ontario's initiatives related to expand the involvement of Nurse Practitioners in primary care settings.

TORONTO REGION

8th Flr, 101 Bloor St W

Toronto M5S 2Z7

General Inquiry (416)327-9400

Fax (416)327-1968


PRIMARY HEALTH CARE TRANSITION FUND UNIT

3rd Flr, 5700 Yonge St

Toronto M2M 4K5

General Inquiry (416)314-5931

Fax (416)327-9427

8:30 - 5:00 

The Primary Health Care Transition Fund Unit (PHCTF) will be responsible for managing primary care related initiatives arising from the PHCTF. Project will include demonstration, research, evaluation and leadership training initiatives that will guide the Ministry further in its primary care renewal strategies.

PROVIDER SERVICES BRANCH


Macdonald-Cartier Bldg

2nd Flr, 49 Place d'Armes

PO Box 48

Kingston K7L 5J3

General Inquiry (613)548-6561

Fax (613)548-6650 

Provider Services Branch is responsible for the Fee-for-Service Payment Program under the Health Insurance Act for the following fee-for-service providers: **physicians, chiropractors, physiotherapy facilities, optometrists, podiatrists, and dentists.**

REGISTRATION AND CLAIMS BRANCH

Macdonald-Cartier Bldg


3rd Flr, 49 Place d'Armes

PO Box 48

Kingston K7L 5J3

General Inquiry 1-866-291-0609

Fax (613)548-6320

8:30 - 5:00 

The **Registration and Claims** Branch is responsible for Ontario **Health Insurance (OHIP)** eligibility policy; the planning, design and the delivery to the public of registration and Health Card related functions including the registration of all eligible Ontario residents for health coverage and the issuance of health cards; the verification of registration data; the registration of eligible health care providers; the payment of medical and hospital claims to Ontario health care providers; the payment of medical and hospital claims for Ontario residents visiting other provinces and countries; the payment of claims for the Northern Health Travel Grant program; and the provision of information concerning Ministry of Health and **Long-Term Care** programs to the public. The branch also processes medical claims for injured workers on behalf of the Workplace Safety and Insurance Board and some **drug** benefit claims on behalf of Drug Programs Branch.


Services offered to the Public:*Northern Health Travel Grants**Ontario Health Insurance*

OHIP OFFICES**CENTRAL EAST REGION**

4th Flr Suite 401, 45 Sheppard Ave E

Toronto M2N 5W9

General Inquiry (416)314-7444

Fax (416)314-7748 

CENTRAL EAST REGION - NEWMARKET OFFICE

Unit 108, 465 Davis Dr

Newmarket L3Y 8T2

Toll Free 1-888-376-5197 (By Appointment only)

Fax (905)868-8660

8:30 - 5:00

CENTRAL EAST REGION - OSHAWA

Executive Tower Oshawa Ctr


419 King St W

Oshawa L1J 7J2

General Inquiry (905)576-2870 (Thurs 5:00 - 7:00 p.m. (Appt Only))

Fax (905)434-4186 (Claims)

Fax (905)434-3725 (Customer Service)

8:30 - 5:00 

CENTRAL EAST REGION - PETERBOROUGH


Heritage Plaza

550 Lansdowne St W

Peterborough K9J 8J8

General Inquiry (705)743-2140

Fax (705)745-1481


8:30 - 5:00 

CENTRAL EAST REGION - SCARBOROUGH

2063 Lawrence Ave E

Scarborough M1R 2Z4

General Inquiry (416)314-7444 (Mon-Thurs 8:00 a.m.-7:00 p.m. Fri 8:00 a.m.- 6:30 p.m.)

Fax (416)327-1048 

CENTRAL EAST REGION - TORONTO


Suite 417, 47 Sheppard Ave E

Toronto M2N 7E7

General Inquiry (416)314-7444 (Mon, Tues, Thurs, Fri 8:30 - 5:30 Wed 8:30 - 6:30)

(416)314-7770 (Claims Inquiry)

Fax (416)314-7518 (Claims)

Fax (416)314-7449 (Customer Service) 

CENTRAL SOUTH REGION

LCD 1 Hamilton

PO Box 2280 STN A

Hamilton L8N 4C8

General Inquiry (905)521-7547

Fax (905)521-7605

CENTRAL SOUTH REGION - HAMILTON

Ellen Fairclough Bldg

10th Flr, 119 King St W

Hamilton L8P 4Y7

General Inquiry (905)521-7547 (Mon, Tues, Thur & Fri 8:30 - 5:00 Wed 8:30 - 6:00)

(905)521-7100 (Customer Service)

Fax (905)521-7605

CENTRAL SOUTH REGION - ST. CATHARINES

Mezzanine Level, 301 St Paul St

St Catharines L2R 3M8

General Inquiry (905)704-4090 (Mon, Tues, Thurs & Fri 8:30 - 5:00 Wed 8:30 - 6:00)

Fax (905)704-2828

CENTRAL SOUTH REGION - KITCHENER

Unit B2, 1400 Weber St E

Kitchener N2A 3Z8

General Inquiry (519)893-3966 (Mon, Tues, Thurs & Fri 8:30 - 5:00 Wed 8:30 - 6:00)

Fax (519)571-6049

CENTRAL WEST REGION

Suite 300, 201 City Centre Dr

Mississauga L5B 2T4

General Inquiry (905)896-6000 (Administration / Claims - 3rd Flr: Mon-Fri 8:30 - 5:00)

(905)275-2730 (Customer Service office hours: Mon-Thurs: 8:30-7pm, Fri: 8:30-5:00pm)


Fax (905)896-6029

CENTRAL WEST REGION - BARRIE

Suite 102, 34 Simcoe St

Barrie L4N 6T4General Inquiry (705)726-6494 (Office Hrs:
Mon-Fri 8:30 - 5:00)

Fax (705)739-6495

8:30 - 5:00 **CENTRAL WEST REGION - ETOBICOKE**


Suite 142, 3300 Bloor St W

Etobicoke M8X 2W8General Inquiry (905)275-2730 (Office Hours:
Monday, Tuesday, Wednesday, Friday 8:30 -
5:00 Thursday 8:30 - 7:00)Fax (416)327-0758 **CENTRAL WEST REGION -****MISSISSAUGA**


Suite 200, 201 City Centre Dr

Mississauga L5B 2T4General Inquiry (905)896-6000 (Customer
Service Office Hrs: Mon.- Thurs 8:30 - 7:00,
Fri 8:30 - 5:00)(905)275-2730 (Mon-Thur: 8:30-7:00 p.m.,
Fri: 8:30-5:00 p.m.)

Fax (905)896-6013 (Customer Service)


Fax (905)896-6029 (Administration/Claims
3rd Flr) **CENTRAL WEST REGION - NORTH YORK**

4400 Dufferin St N

North York M3H 6A8General Inquiry (905)275-2730 (Office Hrs:
Mon-Thurs 8:30 - 7:00 Fri 8:30 - 5:00)Fax (416)327-1653 **CENTRAL WEST REGION - OAKVILLE**

Oakville Town Ctr II

220 North Service Rd W


Oakville L6M 2Y3General Inquiry (905)275-2730 (Office Hrs:
Mon-Wed, Fri 8:30 - 5:00 Thurs 8:30 - 7:00)Fax (905)842-5988 **EASTERN REGION - OTTAWA**

Fuller Bldg

7th Flr, 75 Albert St

Ottawa K1P 5Y9

General Inquiry (613)237-9100


Fax (613)237-3246 (Administration) **EASTERN REGION - KINGSTON**

Suite 401, 1055 Princess St

Kingston K7L 5T3

General Inquiry (613)545-0656

Fax (613)545-4399

8:30 - 5:00 **EASTERN REGION - OTTAWA**


Fuller Bldg, 75 Albert St

Ottawa K1P 5Y9General Inquiry (613)237-9100 (Mon, Tues,
Thurs, Fri 8:30 - 5:00 Wed 8:30 - 6:00)


(613)783-4400 (Customer Service)

Toll Free 1-866-257-2119 (Within Area Codes
416, 514, 613, 705, 819 & 905)Toll Free French 1-800-267-7690 (Within
Area Codes 416, 514, 613, 705, 819 & 905)

Fax (613)783-4444 (1st Flr)

Fax (613)237-3246 (7th Flr,
Administration) 


NORTHERN REGION - SUDBURY

Ontario Provincial Government Bldg
Suite 801, 199 Larch St
Sudbury P3E 5R1
General Inquiry (705)675-4010
Toll Free 1-800-461-4006 (Area Codes 705 & 807)
Toll Free French 1-800-461-1149
Fax (705)675-4015 

Services offered to the Public:

Northern Health Travel Grants


NORTHERN REGION - KENORA

Suite 220, 808 Robertson St
Kenora P9N 1X9
General Inquiry (807)468-2869
Toll Free 1-800-465-5067 (Area Codes 705 & 807)
Fax (807)468-2714
8:30 - 4:30 


NORTHERN REGION - NORTH BAY

Suite 101, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)494-4130
Toll Free 1-800-461-4006 (Area Codes 705 & 807)
Fax (705)494-4135
8:30 - 5:00


NORTHERN REGION - SAULT STE MARIE

Roberta Bondar Pl
Suite 100, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-6757
Toll Free 1-800-461-4006 (Sudbury Regional Office)
Fax (705)759-1502
8:30 - 5:00 


NORTHERN REGION - SUDBURY

Ontario Provincial Government Bldg
Suite 801, 199 Larch St
Sudbury P3E 5R1
General Inquiry (705)675-4010 (Mon-Wed, Fri 8:30 - 5:00 Thur 8:30 - 6:30)
Toll Free 1-800-461-4006
Toll Free French 1-800-461-1149
Fax (705)675-4015 


NORTHERN REGION - THUNDER BAY

Ontario Government Bldg
Suite 113, 435 James St S
Thunder Bay P7E 6T1
General Inquiry (807)475-1351 (Mon-Wed, Fri 8:30 - 5:00 Thurs 8:30 - 6:30)
Toll Free 1-800-465-5067 (Area Codes 705 & 807)
Fax (807)475-1424 


NORTHERN REGION - TIMMINS

The 101 Mall
 Suite 110, 38 Pine St N
Timmins P4N 6K6
 General Inquiry (705)268-5300
 Toll Free 1-800-461-1149
 Fax (705)267-6723
 8:30 - 4:30 


SOUTHWEST REGION - LONDON

5th Flr, 217 York St
London N6A 5P9
 General Inquiry (519)675-6800
 Fax (519)675-6832 


SOUTHWEST REGION - LONDON

5th Flr, 217 York St
London N6A 5P9
 General Inquiry (519)675-6800
 (Mon, Tues, Thurs, Fri 8:30 - 5:00
 Wed 8:30 - 6:00)
 (519)675-6700 (Customer Service)
 Fax (519)675-6832 


SOUTHWEST REGION - OWEN SOUND

981 Second Ave E
Owen Sound N4K 2H5
 General Inquiry (519)376-6447
 Fax (519)376-2749
 8:30 - 5:00 


SOUTHWEST REGION - SARNIA

452 Christina St N
Sarnia N7T 5W4
 General Inquiry (519)337-2348
 Fax (519)337-2031
 8:30 - 5:00 

SOUTHWEST REGION - WINDSOR


1427 Ouellette Ave
Windsor N8X 1K1
 General Inquiry (519)973-1385
 (Mon, Tues, Thurs, Fri 8:30 - 5:00
 Wed 8:30 - 6:00)
 Fax (519)973-1388 

HUMAN SERVICES CLUSTER, INFORMATION AND INFORMATION TECHNOLOGY

10th Flr, 56 Wellesley St W
 Toronto M5S 2S3
 General Inquiry (416)314-4243
 Fax (416)314-0289
 8:30 - 5:00 


The Human Services I&IT Cluster (HSC) provides information management and information technology solutions that enable and support the business requirements of the Ministry of Community and Social Services, the Ministry of Children and Youth Services, the Ministry of Health and Long-Term Care, and their agents. The Cluster supports the Ontario government's I&IT Strategy and plays a leadership role in major business transformation initiatives and infrastructure projects that are currently underway. The Cluster is also working to promote the evolution towards a common IT infrastructure for government.

INTEGRATED POLICY AND PLANNING DIVISION

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-0859
Fax (416)327-8835
8:30 - 5:00 


The Integrated Policy and Planning Division develops, mediates and negotiates sound policies and planning for effective decision making in health care.

CORPORATE POLICY BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-4392
Fax (416)327-0888
8:30 - 5:00 


The Corporate Policy Branch develops short and long term strategies and policies to address intergovernmental issues and relationships to achieve Ontario government outcomes; and manages internal processes that contribute to the development of policy.

INTERGOVERNMENTAL POLICY UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8734
Fax (416)327-0888
8:30 - 5:00 


The Intergovernmental Policy Unit leads intergovernmental policy development and coordinates program initiatives related to federal, provincial and municipal partnerships to ensure the achievement of Ontario health system objectives.

RESEARCH UNIT

9th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-2467
Fax (416)327-1721
www.health.gov.on.ca
8:30 - 5:00 


The **Research** Unit monitors, coordinates and provides leadership to internal and external research activities that contribute to the development of health policy and for the dissemination of the research findings to support evidence based decision making.

EXECUTIVE DIRECTOR'S OFFICE

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8929
Fax (416)327-5109
8:30 - 5:00 


The Executive Director's Office is responsible to build the division's strategic policy leadership capacity and enable the ministry to focus on the development and maintenance of critical linkages between the policy development process and operational policy development and implementation.

HEALTH INFORMATION PRIVACY AND SCIENCES BRANCH

5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8295
Fax (416)212-4365
8:30 - 5:00 


Health Information Privacy and Sciences Branch is responsible for developing approaches to emergent health policy issues in the areas of health information privacy and health sciences.

HEALTH INFORMATION PRIVACY UNIT

5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8295
Fax (416)212-4365
8:30 - 5:00 


Health Information Privacy Unit supports the development of the government's comprehensive privacy legislation, including protections for the collection, use and disclosure of personal health information. The unit is also responsible for developing a coordinated strategy for improving patient safety in the province.

HEALTH SCIENCES POLICY UNIT

5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8295
Fax (416)212-4365
8:30 - 5:00 


The Health Sciences Policy Unit is responsible for coordinating, developing and identifying policies on critical emerging health sciences issues which have immediate and long-term impact and consequences within the health system and across the province.

HEALTH PLANNING BRANCH

9th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-7483
Fax (416)327-9429
8:30 - 5:00 


The Health Planning Branch is responsible for the collection and management of data and information contributing to the development of policy, and ensuring the appropriate, province-wide allocation of health human resource services.

HEALTH DATA AND DECISION SUPPORT UNIT

9th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-7727
Fax (416)327-7617
8:30 - 5:00 


The Health Data and Decision Support Unit manages the collection and dissemination of health population information for use in health system planning, population surveillance and research.

HEALTH INFORMATION PRODUCT AND SERVICES UNIT

9th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-7783
Fax (416)327-7617
8:30 - 5:00 


The Health Information Products and Services Unit provides information products and data analysis services that support policy, planning and program development and decision-making within the ministry.

PROVINCIAL HEALTH SERVICES PLANNING UNIT

9th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8528
Fax (416)327-0167
8:30 - 5:00 


The Provincial Health Services Planning Unit plans for the supply, mix and distribution of health care providers to meet consumer needs.

MENTAL HEALTH AND REHABILITATION REFORM BRANCH

5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-7255
Fax (416)327-8458
8:30 - 5:00 


The Mental Health and Rehabilitation Reform Branch leads the development of innovative policies, legislation and plans that correspond to current and future mental health and rehabilitation needs of Ontarians.

MENTAL HEALTH PROGRAM POLICY UNIT

5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-7268
Fax (416)326-1638
8:30 - 5:00 


The Mental Health Program Policy Unit develops policies which address program, legislative or service-specific issues in mental health.

STRATEGIC POLICY UNIT

5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8986
Fax (416)327-8458
8:30 - 5:00 


The Strategic Policy Unit develops policies that address system reform of mental health services, and support system coordination and integration for mental health and rehabilitation within primary health care.

MINISTRY STRATEGIC DIRECTIONS

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-7487
Fax (416)327-5011
8:30 - 5:00 


The Ministry Strategic Directions project develops a discussion paper outlining proposed medium and long-term outcomes for the Ontario health system, the strategic directions, initiatives and requirements for a change management strategy that will support the achievement of those outcomes.

HEALTH ECONOMICS UNIT

15 Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)327-8295
Fax (416)327-8313
8:30 - 5:00 


The Health Economics Unit develops policies to address health cost/benefit issues in the public and private sector.

POLICY, LEGISLATIVE SUPPORT AND EVALUATION UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8313
8:30 - 5:00 

Policy, Legislative Support and Evaluation Unit coordinates the development and implementation of a comprehensive workplan for the numerous pieces of legislation the ministry brings forward.


RESOURCES MANAGEMENT OFFICE

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8459
8:30 - 5:00 

The Resources Management Office is responsible for providing a strategic focus in the planning and management of human and financial resources for the Integrated Policy and Planning Division.


This includes coordinating the group's estimates process and other financial planning processes, as well as human resources support for branch re-engineering and restructuring etc. The office provides an internal consulting service to the group's program areas on human resource, financial and planning issues, and also coordinates corporate projects and initiatives for the Integrated Policy and Planning Division.

PROGRAM POLICY BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8879
8:30 - 5:00 


The Program Policy Branch develops short term strategies and policies which address program or service-specific issues and manages external processes including stakeholder expectations, knowledge exchange and communications.

COMMUNITY PROGRAM UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)314-2339
8:30 - 5:00 


The Community Program Unit develops strategies and policies to address issues in the delivery of community-based health services.

DIRECT PAYMENT AND REGULATORY PROGRAMS

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8897
8:30 - 5:00 


The Direct Payment and Regulatory Programs unit develops strategies and policies to address issues in direct payment programs, and administers the Regulated Health Professions Act (RHPA). It also implements the regulation of new professions and amendments to RHPA and professions specific Acts.

HEALTH PROFESSIONS REGULATORY ADVISORY COUNCIL

8th Flr, 55 St Clair Ave W
Toronto M4V 2Y7
General Inquiry (416)326-1550
Fax (416)326-1549
8:30 - 5:00 


The Health Professions Regulatory Advisory Council, created under the Regulated Health Professions Act, provides advice to the Minister of Health and Long-Term Care on various aspects of the regulation of health professionals including regulation of new professions.

INSTITUTIONAL PROGRAM UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
8:30 - 5:00 


The Institutional Program Unit develops strategies and policies to address issues in the delivery of institutional-based health services.

STRATEGIC HEALTH POLICY BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8535
Fax (416)314-8275
8:30 - 5:00 


The Strategic Health Policy Branch develops policies to address integration and coordination of health care.

ABORIGINAL HEALTH OFFICE

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-5513
Fax (416)314-5517
8:30 - 5:00 


The Aboriginal Health Office advocates and promotes changes within the Ministry of Health and Long-Term Care to improve the province's ability to meet Aboriginal people's needs.

HEALTH SYSTEM PERFORMANCE UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-8270
Fax (416)314-8275
8:30 - 5:00 


The Health System Performance Unit develops policies and mechanisms to monitor and report on the performance, accountability, quality and effectiveness of the health care system.

HEALTH SYSTEM POLICY UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8360
Fax (416)314-8275
8:30 - 5:00 


The Health System Policy Unit develops policies to support system coordination and integration in health care delivery.

POPULATION HEALTH STRATEGIES UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-8269
Fax (416)314-8275
8:30 - 5:00 


The Population Health Strategies Unit develops system-wide strategies in response to target population and disease-specific issues in a coordinated and proactive manner.

WOMEN'S HEALTH COUNCIL SECRETARIAT

5th Flr, 101 Bloor St W
Toronto M5S 2Z7
General Inquiry (416)327-8348
Fax (416)327-3200
8:30 - 5:00 


The Ontario **Women's Health** Council Secretariat provides policy, financial and administrative support to the members of the Ontario Women's Health Council. The Council advises the Minister on matters relating to women's health, to ensure that the health care system is responsive to the needs of women. They advocate strongly for improvements in women's health and promote, influence and disseminate research into women's health issues.

POLICY DEVELOPMENT AND PROGRAM DESIGN DIVISION


Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-8322
Fax (416)314-1862
8:30 - 5:00 

The Policy Development and Program Design Division (formerly The Integrated Services for Children Division) is responsible for designing and implementing policy and service delivery strategies that support integration. The Ministries of Children and Youth Services, Health and Long-Term Care, Education, Training, Colleges and Universities, Citizenship and Immigration and Tourism and Recreation are working together to improve service coordination and integration at the community level. The initial focus is on children and families at risk.


CHILD WELFARE

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349
8:30 - 5:00 


CHILDREN WITH SPECIAL NEEDS


BRANCH (WELLESLEY ST W)
15th Flr, 56 Wellesley St W
Toronto M7A 2B7
General Inquiry (416)326-2800
Fax (416)326-8395
8:30 - 5:00 


**CHILDREN WITH SPECIAL NEEDS
BRANCH**

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349
8:30 - 5:00 


**EARLY YEARS AND HEALTHY CHILD
DEVELOPMENT BRANCH**

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349
8:30 - 5:00 

EARLY YEARS AND HEALTHY CHILD
DEVELOPMENT BRANCH, HEALTHY
BABIES, HEALTHY CHILDREN UNIT
(WELLESLEY ST W. 15TH FLR)
15th Flr, 56 Wellesley St W
Toronto M7A 2B7
General Inquiry (416)327-4865
Fax (416)326-0478
8:30 - 5:00 


EARLY YEARS CHALLENGE FUND
BRANCH
15th Flr, 56 Wellesley St W
Toronto M7A 2B7
General Inquiry (416)326-2800
Fax (416)326-0478
8:30 - 5:00 

LONG-TERM CARE REDEVELOPMENT PROJECT

10th Flr, 415 Yonge St
Toronto M5B 2E7
General Inquiry (416)326-6485
Fax (416)326-5533
8:30 - 5:00 

The **Long-Term Care** Redevelopment Project (LTCRP) was initiated in early 2000 to spearhead the government's long-term care redevelopment initiative. The LTCRP is working with other ministries, municipalities, and key stakeholders to facilitate the development and opening of 20,000 new long-term care beds by the end of 2004 and the redevelopment of up to 16,000 existing older beds by 2006. In addition, LTCRP is working to put in place the processes and mechanisms necessary to ensure the successful start up and operation of these beds and their effective integration into local and provincial health systems. The LTCRP represents a dedicated team of experts with the skills and expertise necessary to oversee all aspects of the long-term care implementation strategy, including management, policy development, procurement, long-term care, legal services.

ONTARIO FAMILY HEALTH NETWORK

9th Flr, 1075 Bay St
Toronto M5S 2B1
(613)544-7700 (Kingston)
(416)327-8443 (Toronto)
Fax (613)544-6310 (Kingston)
Fax (416)326-4684 (Toronto)
www.ontariofamilyhealthnetwork.gov.on.ca 

The Ontario **Family Health** Network (OFHN) is a Crown Agency under a Board of Directors and reports to the Minister of Health and Long-Term Care. Its mandate is to implement Family Health Networks (FHNs) and Family Health Groups (FHGs) as well as manage existing FHNs, FHGs and Primary Care Networks (PCNs) across the province. At the end of the agency's mandated term, these functions will return to the ministry. FHNs, FHGs and PCNs are part of the province-wide primary care reform model funded to provide comprehensive primary care 24-hours a day, 7-days a week, directly during regular and extended office hours, or through telephone health advice provided by specially trained registered **nurses** who are linked to the groups on-call physicians. The OFHN operates from offices in both Toronto and Kingston.

Services offered to the Public:
Health Service Organization

SITE TEAMS

10th Flr, 1075 Bay St
 Toronto M5S 2B1
 General Inquiry (416)327-8443

GREATER TORONTO AREA
 10th Flr, 1075 Bay St
Toronto M5S 2B1
 General Inquiry (416)327-8443

KINGSTON REGION
 3rd Flr, 80 Queen St
Kingston K7K 6W7
 General Inquiry (416)327-8443


LONDON REGION
 10th Flr, 1075 Bay St
Toronto M5S 2B1
 General Inquiry (416)327-8443

NIAGARA REGION
 10th Flr, 1075 Bay St
Toronto M5S 2B1
 General Inquiry (416)327-8443

NORTHERN ONTARIO/MUSKOKA REGION
 10th Flr, 1075 Bay St
Toronto M5S 2B1
 General Inquiry (416)327-8443


OTTAWA REGION
 3rd Flr, 80 Queen St
Kingston K7K 6W7
 General Inquiry (416)327-8443

PUBLIC HEALTH DIVISION

Hepburn Block
 11th Flr, 80 Grosvenor St
 Toronto M7A 1R3
 General Inquiry (416)212-3831
 Fax (416)325-8412 

The Public Health Division oversees activities relating to Ontario's public health system. The division is led by the province's Chief Medical Officer of Health and Assistant Deputy Minister of the Public Health Division.

PUBLIC HEALTH BRANCH


8th Flr, 5700 Yonge St
 Toronto M2M 4K5
 General Inquiry (416)327-7392
 Fax (416)327-7438 

The Public Health Branch provides leadership and support to Ontario's public health system including 37 boards of health; advice to corporate management on public health issues; a provincial epidemiology service and response to control outbreaks of disease both communicable and non-communicable; and management of transfer payments for public health programs. The branch provides recommendations for policy and long-range planning to prevent the spread of disease, promote and protect health. The Chief Medical Officer of Health monitors the organization and delivery of public health programs and services provided by local boards of health, and when directed by the Minister, will act to protect health and ensure the provision of necessary public health programs and services.

Services offered to the Public:

Sexually Transmitted Disease Control
Tuberculosis (TB) Control
Vaccine Preventable Diseases

CORPORATE LIAISON AND RESOURCE SERVICE

7th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8822
Fax (416)314-7078 


The Corporate Liaison and Resource Service provides overall planning and coordination for mandatory public health programs through the 37 boards of health in Ontario; liaison with the board chairpersons and medical officers of health for the boards of health on management, administration and organizational issues; coordination of the branch's funding to boards of health; and information systems support to public health programs. The Blood Program under this service provides coordination and liaison with Canadian Blood Services, other provinces and territories with regard to blood system issues. The Ontario Hepatitis C Assistance Plan Secretariat is also part of this service.

ONTARIO HEPATITIS C ASSISTANCE PLAN (OHCAP)

PO Box 40009, Stn BRM B
Toronto M7Y 5J9
TTY (416)327-4282
Toll Free 1-877-222-4977
TTY Toll Free 1-800-387-5559
Fax (416)326-6413


The Ontario **Hepatitis C** Assistance Plan (OHCAP) was designed to provide compassionate financial assistance to individuals infected with hepatitis C through the Ontario blood supply before 1986 and between July 2, 1990 and September 28, 1998. This program was announced in November 1998.

DISEASE CONTROL SERVICE

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7392
Fax (416)327-7439 

The **Disease** Control Service has public health and epidemiological expertise, which it uses to support the communicable/infectious disease control programs delivered by Ontario public health departments by conducting surveillance of reportable diseases, and through the development of policies, guidelines and consultative services. Programs include outbreak control, immunization, **tuberculosis**, **rabies** control, infection control, **West Nile Virus** control, sexually transmitted disease and HIV/AIDS prevention and control, as well as sexual health. This office provides **vaccines** and biologicals for the prevention of vaccine preventable diseases and post-exposure treatment for rabies, as well as drugs for the treatment of sexually transmitted diseases and tuberculosis. The emergency planning program is also in this unit.


ENVIRONMENTAL HEALTH AND TOXICOLOGY UNIT

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7427
Fax (416)327-0984 

The **Environmental** Health and Toxicology Unit (EHTU) provides expert consultation and technical support to local boards of health and other agencies in support of the Mandatory Health Programs and Services Guidelines (MHPSG) and the Health Protection and Promotion Act, as they relate to known or suspected health hazards from **chemical**, physical or biological agents in the environment. The EHTU supports local boards of health in their adherence to the Health Hazards


Investigation standard of the MHPSG. The EHTU also has the lead role in the Public Health Branch for Emergency Planning and Response issues.

FOOD SAFETY AND SAFE WATER UNIT

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8699
Fax (416)327-0984 


The mandate of the Safe **Water** Unit/Food Safety Unit is to monitor, support and ensure the compliance of the local Boards of Health in Ontario with the Safe Water Program of the MHPSG. The main objective of the Safe Water Program is to protect public health by ensuring that drinking water meets the health-related parameters of the Ontario Drinking Water Standards.

POPULATION HEALTH SERVICE

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7384
Fax (416)327-7438 


The Population **Health** Service provides public health, population health, health promotion and epidemiologic leadership and expertise to boards of health, the Ontario Health Promotion Resource System and other agencies. Programs and services include: chronic disease prevention including heart health, tobacco free living, healthy eating, healthy weights and regular physical activity; early detection of **cancer**; injury prevention including **substance abuse** prevention; reproductive health; child health including early child development initiatives; Pre-School Speech and **Language** and Infant Hearing. The Service also provides a central resource in the areas of epidemiology, health surveillance, public health research and evaluation, and public health planning.

EPIDEMIOLOGY AND SURVEILLANCE UNIT

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7384
Fax (416)327-7438 


The **Epidemiology** and Surveillance Unit provides expert consultation and technical support to local boards of health in the areas of epidemiology, health surveillance, public health **research** and evaluation, and public health planning in support of the Mandatory Health Programs and Services Guidelines.

FAMILY HEALTH

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7384
Fax (416)327-7438 


Family Health provides expert consultation and technical advice to local boards of health and other agencies in support of the Mandatory Health Programs and Services Guidelines and Early Child Development Initiatives.

HEALTH PROMOTION AND WELLNESS

4th Flr, 5700 Yonge St
 Toronto M2M 4K5
 General Inquiry (416)314-5493
 Fax (416)314-5497 


Health Promotion and Wellness provides leadership in the development, implementation and evaluation of health promotion programs. Initiatives include: the Ontario Tobacco Strategy, prevention of cardiovascular disease; Ontario Heart Health Program to address **alcohol** and substance use, FOCUS Community Programs, healthy eating and physical activity programs.

PREVENTION OF CHRONIC DISEASES AND INJURIES

8th Flr, 5700 Yonge St
 Toronto M2M 4K5
 General Inquiry (416)327-7384
 Fax (416)327-7438 

Prevention of Chronic **Diseases** and **Injuries** provides expert consultation and technical advice to local boards of health and other agencies in support of the Mandatory Health Programs and Services Guidelines.

TOBACCO STRATEGY

4th Flr, 5700 Yonge St
 Toronto M2M 4K5
 General Inquiry (416)314-5493
 Fax (416)314-5497 

The Ontario **Tobacco** Strategy (OTS), originally implemented in 1992, is based upon the goals of prevention (especially smoking in children and youth), protection against second-hand smoke and cessation. The Tobacco Control Act, enacted in 1994, is the legislative component of the Strategy. The OTS provides funding to health care agencies to implement programs at the local (municipal) level as well as with a wider province-wide scope aimed at reducing tobacco use in Ontario. The OTS partners with major health care organizations to meet the goals of the OTS.

PUBLIC HEALTH AGENCIES

Public **health** unit are governed by a board of health. There are 37 public health units in Ontario (see individual units for addresses). Health units administer health promotion health protection and **disease** prevention programs including communicable disease prevention control including education in **AIDS** and STDs, immunization, **food** premises **inspection**, healthy growth and development including parenting education, health education for all age groups and selected screening services.

BRANT COUNTY HEALTH UNIT
 194 Terrace Hill St
Brantford N3R 1G7
 General Inquiry (519)753-4937

CHATHAM-KENT HEALTH UNIT
 435 Grand Ave W
 PO Box 1136
Chatham N7M 5L8
 General Inquiry (519)352-7270

CITY OF TORONTO HEALTH UNIT
 5th Flr, 277 Victoria St
Toronto M5B 1W2
 General Inquiry (416)392-7401

DURHAM REGIONAL HEALTH UNIT
 Lang Tower
 Suite 210, 1615 Dundas St E
Whitby L1N 2L1
 General Inquiry (905)723-8521

EASTERN ONTARIO HEALTH UNIT

1000 Pitt St

Cornwall K9J 5T1

General Inquiry (613)933-1375

ELGIN - ST THOMAS HEALTH UNIT

99 Edward St

St Thomas N5P 1Y8

General Inquiry (519)631-9900

GREY-BRUCE HEALTH UNIT

920 1st Ave W

Owen Sound N4K 4K5

General Inquiry (519)376-9420

HALDIMAND-NORFOLK HEALTH UNIT

12 Gilbertson Dr

PO Box 247

Simcoe N3Y 4L1

General Inquiry (519)426-6170

HALIBURTON, KAWARTHA, PINE
RIDGE DISTRICT HEALTH UNIT

200 Rose Glen Rd

Port Hope L1A 3V6

General Inquiry (905)885-9100

HALTON REGIONAL HEALTH UNIT

1151 Bronte Rd

Oakville L6M 3L1

General Inquiry (905)825-6060

HAMILTON (CITY OF) HEALTH UNIT

4th Flr, 1 Hughson St N

Hamilton L8R 3L5

General Inquiry (905)546-3500

HASTINGS AND PRINCE EDWARD
COUNTIES HEALTH UNIT

179 North Park St

Belleville K8P 4P1

General Inquiry (613)966-5500

HURON COUNTY HEALTH UNIT

Health & Library Complex

77722B London Rd

RR 5, PO Box 1120

Clinton N0M 1L0

General Inquiry (519)482-3416

KINGSTON, FRONTENAC AND LENNOX
AND ADDINGTON HEALTH UNIT

221 Portsmouth Ave

Kingston K7M 1V5

General Inquiry (613)549-1232

LAMBTON HEALTH UNIT

160 Exmouth St

Point Edward N7T 7Z6

General Inquiry (519)383-8331

LEEDS, GRENVILLE AND LANARK
DISTRICT HEALTH UNIT

458 Laurier Blvd

Brockville K6V 7A3

General Inquiry (613)345-5685

MIDDLESEX-LONDON HEALTH UNIT ,

50 King St

London N6A 5L7

General Inquiry (519)663-5317

MUSKOKA-PARRY SOUND HEALTH
UNIT

50 Balls Dr

Bracebridge P1L 1T1

General Inquiry (705)645-4471

NIAGARA REGIONAL AREA HEALTH
UNIT

537 Glenridge Ave

PO Box 3040

St Catharines L2T 4C2

General Inquiry (905)688-3762

NORTH BAY AND DISTRICT HEALTH
UNIT

681 Commercial St

North Bay P1B 4E7

General Inquiry (705)474-1400

NORTHWESTERN HEALTH UNIT

21 Wolsley St

Kenora P9N 3W7

General Inquiry (807)468-3147

OTTAWA (CITY OF) HEALTH UNIT

495 Richmond Rd

Ottawa K2A 4A4

General Inquiry (613)722-2328

OXFORD COUNTY HEALTH UNIT

410 Buller St

Woodstock N4S 4N2

General Inquiry (519)539-9800

PEEL REGIONAL HEALTH UNIT

Suite 102, 44 Peel Centre Dr

Brampton L6T 4B5

General Inquiry (905)791-7800

PERTH DISTRICT HEALTH UNIT

653 West Gore St

Stratford N5A 1L4

General Inquiry (519)271-7600

PETERBOROUGH COUNTY - CITY
HEALTH UNIT

10 Hospital Dr
Peterborough K9J 8M1
General Inquiry (705)743-1000

PORCUPINE HEALTH UNIT

169 Pine St S
PO Bag 2012
Timmins P4N 8B7
General Inquiry (705)267-1181

RENFREW COUNTY AND DISTRICT
HEALTH UNIT

7 International Dr
Pembroke K8A 6W5
General Inquiry (613)732-3629

SIMCOE COUNTY DISTRICT HEALTH
UNIT

15 Sperling Dr
Barrie L4M 6K9
General Inquiry (705)721-7330

SUDBURY AND DISTRICT HEALTH UNIT

1300 Paris St
Sudbury P3E 3A3
General Inquiry (705)522-9200

THE DISTRICT OF ALGOMA HEALTH
UNIT

Civic Center
6th Flr, 99 Foster Dr
Sault Ste Marie P6A 5X6
General Inquiry (705)759-5287

THUNDER BAY DISTRICT HEALTH UNIT

999 Balmoral St
Thunder Bay P7B 6E7
General Inquiry (807)625-5900

TIMISKAMING HEALTH UNIT

221 Whitewood Ave
PO Box 1240
New Liskeard P0J 1P0
General Inquiry (705)647-4305

WATERLOO REGIONAL HEALTH UNIT

99 Regina St S
PO Box 1633
Waterloo N2J 4V3
General Inquiry (519)883-2000

WELLINGTON-DUFFERIN-GUELPH
HEALTH UNIT

205 Queen St E
Fergus N1M 1T2
General Inquiry (519)843-2460


WINDSOR-ESSEX COUNTY HEALTH
UNIT

1005 Ouellette Ave
Windsor N9A 4J8
General Inquiry (519)258-2146

YORK REGIONAL HEALTH UNIT


Eaton Tower
17250 Yonge St
PO Box 147
Newmarket L3Y 6Z1
General Inquiry (905)895-4511

SURVEILLANCE AND OUTBREAK MANAGEMENT SECTION (SOMS)


8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7392
Fax (416)327-7439 

The Surveillance and Outbreak Management Section (SOMS) is responsible for gathering relevant information to ensure provision of advanced warning of outbreaks, and for carrying out ongoing and systematic collection, analysis, and interpretation of communicable-diseases data with the view to enhance knowledge through the aggregation and dissemination of information and directives. The section contains key units such as Epi-Centre, Call Centre, Epi Investigation Group, and Rapid Response Team. Respectively, these units are responsible for disease-related databases, communications with the health units and other key players in the public health care system, liaison with stakeholders and health agencies, and the provision of needed capacity to health units during outbreaks.

CALL CENTRE

6th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)212-6361
Fax (416)326-0694 

EPI CENTRE


7th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7553
Fax (416)212-6386 

EPI INVESTIGATION TEAM

7th Flr, 5700 Yonge St

Toronto M2M 4K5


General Inquiry (416)327-7494

Fax (416)327-7439 **RAPID RESPONSE TEAMS**

7th Flr, 5700 Yonge St

Toronto M2M 4K5


General Inquiry (416)212-7257

Fax (416)326-6413 **INFLUENZA, ARO AND INFECTION
CONTROL UNIT**

8th Flr, 5700 Yonge St

Toronto M2M 4K5

General Inquiry (416)327-7392


Fax (416)327-7439 **AGENCIES, BOARDS AND COMMISSIONS****CANCER CARE ONTARIO**

15th Flr, 620 University Ave

Toronto M5G 2L7

General Inquiry (416)971-9800

Fax (416)971-6888

www.cancercare.on.ca8:30 - 5:00 

Cancer Care Ontario is the government's principal adviser on cancer issues, with a mission to improve the performance of the cancer system by driving quality, accountability and innovation in all cancer-related services. In addition to working in partnership with hospitals providing cancer care across the province, Cancer Care Ontario directly manages the Ontario Breast Screening Program, the Ontario Cervical Screening Program, the Ontario Cancer Registry and the New Drug Funding Program, and runs a multifaceted program in cancer **research**.

COMMUNITY CARE ACCESS CENTRES (CCAC)

The creation of 43 CCACs across the province was completed on January 1, 1998. The CCACs consolidated the services formerly provided by 38 home care programs and 36 placement coordination services. The CCACs provide a simplified service access point and are responsible for service information and referral to all **long-term care** services, including volunteer-based **community** services; coordinated service planning and monitoring; eligibility determination for professional and homemaking/personal support services provided at home and in schools; case management; and placement coordination services for long-term care facilities (**nursing homes** and homes for the aged). CCACs are governed by independent, incorporated non-profit boards of directors, accountable through service agreements to the ministry.

CCAC ALGOMA

2nd Flr, 390 Bay St

Sault Ste Marie P6A 1X2

General Inquiry (705)949-1650

Toll Free 1-800-668-7705

Fax (705)949-1663

8:00 - 9:00

CCAC BRANT

274 Colborne St

Brantford N3T 2H5


General Inquiry (519)759-7752

Toll Free 1-866-759-7752 (Administration)


Fax (519)759-1370

8:00 - 5:00


CCAC CHATHAM-KENT

750 Richmond St
PO Box 306
Chatham N7M 5K4
General Inquiry (519)436-2222
Fax (519)351-5057
8:30 - 4:30 


CCAC COCHRANE DISTRICT

Suite 302, 60 Wilson Ave
Timmins P4N 2S7
General Inquiry (705)267-7766
Toll Free 1-888-668-2222
Fax (705)267-7795
8:30 - 4:30 


CCAC DURHAM

5th Flr, 209 Dundas St E
Whitby L1N 7H8
General Inquiry (905)430-3308
Toll Free 1-800-263-3877
Fax (905)430-3297
8:30 - 4:30 


CCAC EAST YORK

Unit 1, 1 Leaside Park Dr
Toronto M4H 1R1
General Inquiry (416)423-3559
Fax (416)423-9800
8:30 - 4:30 

CCAC EASTERN COUNTIES

709 Cotton Mill St
Cornwall K6H 7K7
General Inquiry (613)936-1171
Toll Free 1-800-267-0852 (613 Area Code only)
Fax (613)933-9916
8:30 - 4:30 


CCAC ELGIN

294 Talbot St
St Thomas N5P 4E3
General Inquiry (519)631-9907x112
Toll Free 1-800-563-3098
Fax (519)631-2236
8:30 - 4:30 


CCAC ETOBICOKE AND YORK

1400 Castlefield Ave
Toronto M6B 4C4
General Inquiry (416)780-1919
Fax (416)780-1749
8:30 - 4:30


CCAC GREY BRUCE

Suite 255, 18th St W
Owen Sound N4K 6Y1
General Inquiry (519)371-2112
Toll Free 1-800-371-2112
Fax (519)371-5612
8:30 - 4:30 


CCAC HALDIMAND - NORFOLK

76 Victoria St
Simcoe N3Y 1L5
General Inquiry (519)426-7400
Toll Free 1-800-265-8068
Fax (519)426-4384
8:30 - 4:30 


CCAC HALIBURTON,**NORTHUMBERLAND AND VICTORIA**

108 Angeline St S
Lindsay K9V 3L5
General Inquiry (705)324-9165
Toll Free 1-877-468-5544
Fax (705)324-0884
8:30 - 4:30 


CCAC HALTON

4th Flr, 440 Elizabeth St
Burlington L7R 2M1
General Inquiry (905)639-5228
Toll Free 1-800-810-0000 (Within Area Codes 905 and 519)
Fax (905)639-5320
8:30 - 4:30 

CCAC HAMILTON-WENTWORTH

310 Limeridge Rd W
Hamilton L9C 2V2
General Inquiry (905)523-8600
Toll Free 1-800-450-8002
Fax (905)528-1883
8:30 - 4:30 

CCAC HASTINGS AND PRINCE EDWARD COUNTIES

Bayview Mall
470 Dundas St E
Belleville K8N 1G1
General Inquiry (613)966-3530
Fax (613)966-0996 

CCAC HURON

163 Princess St E

PO Box 459

Clinton N0M 1L0

General Inquiry (519)482-3411

Toll Free 1-800-267-0535 (Area code 519 only)

Fax (519)482-3382

CCAC KENORA AND RAINY RIVER DISTRICTS


2nd Flr, 21 Wolsey St

Kenora P9N 3W7

General Inquiry (807)467-4757

Toll Free 1-877-661-6621

Fax (807)468-1437


8:30 - 4:30 **CCAC KINGSTON, FRONTENAC, LENNOX AND ADDINGTON**

Suite 101, 471 Counter St

Kingston K7M 8S8

General Inquiry (613)544-7090

Fax (613)544-1494

8:30 - 4:30 **CCAC LANARK, LEEDS AND GRENVILLE**


52 Abbott St N

Smiths Falls K7A 1W3

General Inquiry (613)283-8012

Toll Free 1-800-267-6041

Fax (613)283-0308

8:30 - 6:30 **CCAC LONDON AND MIDDLESEX**

356 Oxford St W

London N6H 1T3

General Inquiry (519)473-2222

Toll Free 1-800-811-5146

Fax (519)472-4045

8:30 - 4:30

CCAC MANITOULIN-SUDBURY


1760 Regent St

Sudbury P3E 3Z8

General Inquiry (705)522-3461

Toll Free 1-800-461-2919

Fax (705)522-3855

8:30 - 4:30 **CCAC MUSKOKA EAST PARRY SOUND**


3 N, 354 Muskoka Rd

Huntsville P1H 1H7

General Inquiry (705)789-6451

Toll Free 1-800-263-2805

Fax (705)789-1982

8:00 - 4:00 **CCAC NEAR NORTH (NIPISSING)**


3rd Flr, 101 McIntyre St W

North Bay P1B 2Y5

General Inquiry (705)476-2222

Toll Free 1-888-533-2222

Fax (705)474-0080

8:30 - 4:30 **CCAC NIAGARA**


149 Hartzel Rd

St. Catharines L2P 1N6

General Inquiry (905)684-9441 (English)

Toll Free 1-800-263-5480

Fax (905)684-8463

8:00 - 4:30 **CCAC NORTH YORK**

7th Flr, 45 Sheppard Ave E

Willowdale M2N 5W9

General Inquiry (416)222-2241

Fax (416)229-6809

8:30 - 6:00

CCAC OTTAWA-CARLETON


Suite 100, 4200 rue Labelle

Ottawa K1J 1J8

General Inquiry (613)745-5525

Toll Free 1-800-538-0520

Fax (613)745-6984


8:30 - 4:30 **CCAC OXFORD**

1147 Dundas St

Woodstock N4S 8W3

General Inquiry (519)539-1284

Fax (519)539-0065

8:30 - 4:30 **CCAC PEEL**


3rd Flr, 199 County Court Blvd

Brampton L6W 4P3


General Inquiry (905)796-0040

Toll Free 1-888-733-1177


Fax (905)796-0348

8:30 - 4:30 


CCAC PERTH COUNTY

65 Lorne Ave E
Stratford N5A 6S4
 General Inquiry (519)273-2222
 Toll Free 1-800-269-3683
 Fax (519)273-2139
 8:45 - 5:00 


CCAC PETERBOROUGH

Suite 202, 700 Clonsilla Ave
Peterborough K9J 5Y3
 General Inquiry (705)743-2212
 Toll Free 1-888-235-7222
 Fax (705)743-9559
 8:30 - 4:30 


CCAC RENFREW COUNTY

Suite B, 7 International Dr
Pembroke K8A 6W5
 General Inquiry (613)732-7007
 Toll Free 1-888-421-2222
 Fax (613)732-3522
 8:30 - 4:30 


CCAC SARNIA LAMBTON

1150 Pontiac Dr
 PO Box 185
Sarnia N7T 7H9
 General Inquiry (519)337-1000
 Toll Free 1-800-265-1445
 Fax (519)337-4331
 8:00 - 4:30 


CCAC SCARBOROUGH

3rd Flr, 1940 Eglinton Ave E
Scarborough M1L 4R1
 General Inquiry (416)750-2444
 Fax (416)750-8234 


CCAC SIMCOE COUNTY

Suite 100, 15 Sperling Dr
Barrie L4M 6K9
 General Inquiry (705)721-8010
 Toll Free 1-888-721-2222
 Fax (705)722-5237
 8:30 - 4:30 


CCAC THE DISTRICT OF THUNDER BAY

Suite 200, 1159 Alloy Dr
Thunder Bay P7B 6M8
 General Inquiry (807)345-7339
 Toll Free 1-800-626-5406
 Fax (807)345-8868
 8:30 - 4:30 


CCAC TIMISKAMING

111 Burnside Dr
 PO Box 520
Kirkland Lake P2N 3J5
 General Inquiry (705)567-2222
 Toll Free 1-888-546-2222
 Fax (705)567-9407
 8:30 - 4:30 


CCAC TORONTO

Suite 305, 250 Dundas St W
Toronto M5T 2Z5
 General Inquiry (416)506-9888
 Fax (416)506-0374 


CCAC WATERLOO REGION

800 King St W
Kitchener N2G 1E8
 General Inquiry (519)748-2222
 Fax (519)883-5555 (Voicemail)
 8:30 - 4:30 


CCAC WELLINGTON-DUFFERIN

Suite 201, 450 Speedvale Ave W
Guelph N1H 7G7
 General Inquiry (519)823-2550
 Toll Free 1-800-265-8338
 Fax (519)823-8682
 8:30 - 4:30 


CCAC WEST PARRY SOUND HEALTH CENTRE

50 B Seguin St
Parry Sound P2A 1B4
 General Inquiry (705)746-9352
 Toll Free 1-800-440-6762
 Fax (705)746-4812
 8:00 - 4:00 

CCAC WINDSOR/ESSEX

2nd Flr, 5415 Tecumseh Rd E
Windsor N8T 1C5
 General Inquiry (519)258-8211
 Toll Free 1-888-248-9978
 Fax (519)258-6288
 8:30 - 4:30 

CCAC YORK

1400 Castlefield Ave
Toronto M6B 4C4
 General Inquiry (416)780-1919
 (416)780-7870 (CEO)
 Fax (416)780-1749 

CCAC YORK REGION

Unit 1, 1100 Gorham St

Newmarket L3Y 7V1

General Inquiry (905)895-1240

Toll Free 1-888-470-2222 (Area Codes 905,
416, 705, 519)

Fax (905)853-6297


CONSENT AND CAPACITY BOARD

10th Flr, 151 Bloor St W

Toronto M5S 2T5

General Inquiry (416)327-4142

Fax (416)327-4207

8:30 - 5:00 

The Consent and Capacity Board has the authority to conduct **hearings** under the **Mental Health Act**, the **Health Care Consent Act**, the **Long Term Care Act** and the **Substitute Decisions Act**. Areas of adjudication include: capacity to consent to treatment, admission to a care facility or a personal assistance service; review of a decision to admit an incapable person to a hospital, **psychiatric** facility or long-term care facility for the purpose of treatment; review of involuntary status (civil committal to a psychiatric facility); review of a finding of incapacity to manage property or to access and allow others access to clinical **records**; and review of statutory **guardianship** for property.

HAMILTON/GUELPH

General Inquiry (905)308-9612

Fax (905)522-4357

KINGSTON

General Inquiry (613)530-1081

Fax (613)530-2653

LONDON

General Inquiry (519)438-7811

Fax (519)660-1525

NORTH BAY

General Inquiry (705)494-8450

Fax (705)474-1762

OTTAWA

General Inquiry (613)565-6368

Fax (613)565-9605

PENETANGUISHENE

General Inquiry (705)733-3959

Fax (705)733-8268

SUDBURY

General Inquiry (705)673-4614

Fax (705)673-7293

THUNDER BAY

General Inquiry (807)625-0264

Fax (807)625-0265

TORONTO

General Inquiry (416)924-4961

Fax (416)924-8873

DISTRICT HEALTH COUNCILS

The **District Health Councils** are planning and advisory bodies responsible at arm's length to the Minister of Health and Long-Term Care, established by Order-in-Council under the Ministry of Health Act. Councils research, identify and plan for district health needs, coordinate health planning activities and cooperate in social development activities for their district. There are 16 geographically defined councils (listed separately) representing all Ontario residents. Councils are composed of 15 to 20 volunteer members appointed by Order-in-Council for a maximum of two three-year terms. The membership is composed of consumer, provider and local government representatives supported by a small number of staff. Councils are supported by a number of committees composed of council members and community health services provider and consumer members.

ALGOMA, COCHRANE, MANITOULIN
AND SUDBURY DISTRICT HEALTH
COUNCIL

Unit 15, 2140 Regent St S
Sudbury P3E 5S8
General Inquiry (705)675-5654
Toll Free 1-877-675-5654
Fax (705)675-2870
8:30 - 4:30 ♿

CHAMPLAIN DISTRICT HEALTH
COUNCIL

Suite 350, 955 Green Valley Cres
Ottawa K2C 3V4
General Inquiry (613)723-1440
Toll Free 1-800-723-2130
Fax (613)723-5162
8:30 - 4:30 ♿

DURHAM, HALIBURTON, KAWARTHA
AND PINE RIDGE DISTRICT HEALTH
COUNCIL

3rd Flr, Suite 300, 159 King St
PO Box 544
Peterborough K9J 2R9
General Inquiry (705)748-2992
Toll Free 1-800-833-7543
Fax (705)748-9600
8:30 - 4:30 ♿

ESSEX, KENT AND LAMBTON DISTRICT
HEALTH COUNCIL

Unit 720, 4510 Rhodes Dr
Windsor N8W 5K5
General Inquiry (519)944-5888
Fax (519)944-0619
8:30 - 4:30 ♿

GRAND RIVER DISTRICT HEALTH
COUNCIL

Suite 2, 155 Lynden Rd
Brantford N3R 8A7
General Inquiry (519)756-1330
Fax (519)756-6013
8:30 - 4:30 ♿

GREY BRUCE HURON PERTH DISTRICT
HEALTH COUNCIL

235 St George St
PO Box 610
Mitchell N0K 1N0
General Inquiry (519)348-4498
Toll Free 1-888-648-3712
Fax (519)348-9749
8:30 - 4:30 ♿

HALTON - PEEL DISTRICT HEALTH
COUNCIL

Suite 600, 6711 Mississauga Rd
Mississauga L5N 2W3
General Inquiry (905)814-5995
Toll Free 1-888-452-6818
Fax (905)814-4835
8:30 - 4:30 ♿

HAMILTON DISTRICT HEALTH
COUNCIL

Suite 301, 10 George St
Hamilton L8P 1C8
General Inquiry (905)570-1441
Fax (905)570-1202
8:30 - 4:30 ♿

MUSKOKA, NIPISSING, PARRY SOUND
AND TIMISKAMING DISTRICT HEALTH
COUNCIL/DBA NORTHERN SHORES
DHC

Suite 401, 222 McIntyre St W
North Bay P1B 2Y8
General Inquiry (705)494-9126
Fax (705)494-9127
8:30 - 4:30 ♿

NIAGARA DISTRICT HEALTH COUNCIL

Unit 2, 3550 Schmon Pky
Thorold L2V 4Y6
General Inquiry (905)682-7000
Fax (905)682-7772
8:30 - 4:30 ♿


NORTHWESTERN ONTARIO DISTRICT
HEALTH COUNCIL

1093 Barton St
Thunder Bay P7B 5N3
General Inquiry (807)623-6131
Fax (807)623-0355
8:30 - 4:30 ♿


SIMCOE YORK DISTRICT HEALTH
COUNCIL

Suite 300, 1091 Gorham St
Newmarket L3Y 7V1
General Inquiry (905)830-9899
Toll Free 1-877-258-8899
Fax (905)830-9903
8:30 - 4:30 ♿


**SOUTHEASTERN ONTARIO DISTRICT
HEALTH COUNCIL**

Suite 400, 471 Counter St
Kingston K7M 8S8
 General Inquiry (613)549-5253
 Toll Free 1-888-595-4532
 Fax (613)542-9223
 8:30 - 4:30 


**THAMES VALLEY DISTRICT HEALTH
COUNCIL**

Suite 105, 100 Collip Cir
 U.W.O Research Park
London N6G 4X8
 General Inquiry (519)858-5015
 Fax (519)858-5016
 8:30 - 4:30 


TORONTO DISTRICT HEALTH COUNCIL

Suite 200, 4141 Yonge St
Toronto M2P 2A8
 General Inquiry (416)222-6522
 Fax (416)222-5587
 8:30 - 4:30 

**WATERLOO REGION - WELLINGTON -
DUFFERIN DISTRICT HEALTH COUNCIL**


Unit 118, 251 Woodlawn Rd W
Guelph N1H 8J1
 General Inquiry (519)836-7440
 Toll Free 1-888-543-2266
 Fax (519)836-7177
 8:30 - 4:30 

DRUG QUALITY AND THERAPEUTICS COMMITTEE

3rd Flr, 5700 Yonge St
 Toronto M2M 4K5
 General Inquiry (416)327-8109
 Toll Free 1-866-811-9398 


The **Drug** Quality and Therapeutics Committee (DQTC) provides independent and specialized advice to the Minister of Health and Long-Term Care and the Drug Programs Branch on drug-related issues. The committee evaluates both the therapeutic value and cost effectiveness of brand name drugs submitted for reimbursement under the Ontario Drug Benefit (ODB) Program, and makes recommendations on the interchangeability of generic drug products. The DQTC also provides advice to the Ministry, on a case-by-case basis, about coverage on thousands of requests received each year for drugs not listed on the ODB Formulary.

HEALING ARTS RADIATION PROTECTION COMMISSION (HARP)

3rd Flr, 5700 Yonge St
 Toronto M2M 4K5
 General Inquiry (416)327-7952
 Fax (416)327-8805 


The Healing Arts **Radiation** Protection Commission (HARP) is established under the provisions of the HARP Act. The commission advises the Minister of Health and Long-Term Care on matters relating to radiation safety, approves training courses in the operation of **X-ray** machines and is responsible for the X-ray Safety Code prescribed under the Act. Seven advisory committees representing chiropractors, dentistry, radiologists, medical physicists, chiropody, medical radiological technologists and radiation therapy assist the commission in developing regulations and guidelines to ensure the safe use of x-radiation. Activities and information on the commission and its advisory committees are detailed in the commission's annual report.

COLLEGE OF MIDWIVES OF ONTARIO

8th Flr, 55 St Clair Ave W
 Toronto M4V 3C3
 General Inquiry (416)327-0874
 Fax (416)327-8219
 9:00 - 5:00 


The College of Midwives of Ontario is the regulatory organization for the profession of **midwifery**.

HEALTH BOARDS SECRETARIAT

9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Toll Free 1-866-282-2179
Fax (416)327-8524
8:30 - 4:30 


The Health Boards Secretariat (HBS) provides common corporate administrative, financial and case management services, as well as policy analysis and related support to three adjudicative tribunals (established under a variety of statutes). It also provides financial reimbursement to Order-in-Council (OIC) appointees to 23 self-regulated health professions Colleges.

HEALTH PROFESSIONS APPEAL AND REVIEW BOARD

9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Toll Free 1-866-282-2179
Fax (416)327-8524
8:30 - 4:30 

The **Health Professions Appeal** and Review Board reviews decisions of the **Complaints Committees** of 23 self-regulating health professions Colleges pursuant to the provisions of the Regulated Health Professions Act, 1991(RHPA), and the **Veterinarians Act**. The Boards also reviews or conducts **hearings** regarding applications for **registration** to the 23 self-regulating health professions Colleges, pursuant to the provisions of the RHPA, and the Veterinarians Act. Under the Public **Hospitals Act**, the Board hears appeals regarding decisions of governing bodies of hospitals concerning hospital privileges and appointments to hospital medical staff.

HEALTH SERVICES APPEAL AND REVIEW BOARD

9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Toll Free 1-866-282-2179
Fax (416)327-8524
8:30 - 4:30 

The **Health Services Appeal** and Review Board is a quasi-judicial tribunal established under the Ministry of Health Appeal and Review Boards Act, 1998, to conduct appeals and reviews under fourteen different statutes that are enumerated below. Appeals may involve but are not limited to, decisions of the Ontario **Health Insurance Plan** respecting eligibility and payment; decisions of agencies under the **Long-Term Care Act** respecting eligibility for service; orders of the Medical Officer of Health or public health inspectors; decisions of the Director with respect to **licensing** under the Nursing Homes Act; determinations of the placement coordinator respecting eligibility for admission to an approved charitable home for the aged; and, decisions of the Director with respect to licensing of independent health facilities.


MEDICAL ELIGIBILITY COMMITTEE

2nd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)547-1804

Referrals to the Medical Eligibility Committee (MEC) are prepared by the Medical Consultant in Provider Services Branch. The patients who were referred to the MEC are notified of the decisions

of the Committee under the signature of the General Manager. All case files are maintained and stored with Provider Services Branch. Secretarial support to the MEC is provided for: scheduling MEC bi-monthly meetings, boardroom bookings, and preparing the MEC decisions for the General Manager's signature.

ONTARIO MENTAL HEALTH FOUNDATION

Suite 508, 489 College St
Toronto M6G 1A5
General Inquiry (416)920-7721
Fax (416)920-0026
www.omhf.on.ca 

The Ontario **Mental Health** Foundation (OMHF) provides **grants** and **fellowships** for mental health **research**. The foundation supports specific projects, post-doctoral students, and post-graduate independent research. Application guidelines are available from the foundation.

ONTARIO REVIEW BOARD

10th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8866
Fax (416)327-8867
www.orb.on.ca
8:30 - 4:30

The Ontario Review Board reviews the status of each accused who has been found to be not criminally responsible or unfit to stand **trial** for criminal offences on account of a mental disorder.

REVIEW COMMITTEES

CHIROPODY REVIEW COMMITTEE

3 Jackson Ave
Toronto M8X 2W2
General Inquiry (416)542-1333
Toll Free 1-877-232-7653

The existence of the **Chiroprody** Review Committee is legislated by the Health Insurance Act (HIA). In some circumstances, the HIA gives the General Manager of **OHIP** authority to determine that payment for **claims** should be refused, reduced or repaid, and a practitioner may request that this committee review the matter. The General Manager also may refer a practitioner to this committee for investigation of apparent irregularities in fee-for-service claims, and then take recovery action where the committee's decision identifies that the practitioner received payment for incorrect claims.

CHIROPRACTIC REVIEW COMMITTEE

Suite 900, 130 Bloor St W
Toronto M5S 1N5
General Inquiry (416)929-0409

The existence of the Chiropractic Review Committee is legislated by the Health Insurance Act (HIA). In some circumstances, the HIA gives the General Manager of **OHIP** authority to determine that payment for **claims** should be refused, reduced or repaid, and a practitioner may request that this committee review the matter. The General Manager also may refer a practitioner to this committee for investigation of apparent irregularities in fee-for-service claims, and then take recovery action where the committee's decision identifies that the practitioner received payment for incorrect claims.

DENTAL REVIEW COMMITTEE

350 Rumsey Rd
Toronto M4G 1R8
General Inquiry (416)961-6555

The existence of the Dental Review Committee is legislated by the Health Insurance Act (HIA). In some circumstances, the HIA gives the General Manager of **OHIP** authority to determine that payment for **claims** should be refused, reduced or repaid, and a practitioner may request that this committee review the matter. The General Manager also may refer a practitioner to this committee for investigation of apparent irregularities in fee-for-service claims, and then take recovery action where the committee's decision identifies that the practitioner received payment for incorrect claims.

MEDICAL REVIEW COMMITTEE

80 College St
Toronto M5G 2E2
General Inquiry (416)967-2600
Toll Free 1-800-268-7096

The existence of the **Medical** Review Committee is legislated by the Health Insurance Act (HIA). In some circumstances, the HIA gives the General Manager of **OHIP** authority to determine that payment for **claims** should be refused, reduced or repaid, and a physician may request that this committee review the matter. The General Manager also may refer a physician to this committee for investigation of apparent irregularities in fee-for-service claims, and then take recovery action where the committee's decision identifies that the physician received payment for incorrect claims.

OPTOMETRY REVIEW COMMITTEE

3rd Flr, 6 Crescent Rd
Toronto M4W 1T1
General Inquiry (416)962-4071

The existence of the **Optometry** Review Committee is legislated by the Health Insurance Act (HIA). In some circumstances, the HIA gives the General Manager of **OHIP** authority to determine that payment for **claims** should be refused, reduced or repaid, and a practitioner may request that this committee review the matter. The General Manager also may refer a practitioner to this committee for investigation of apparent irregularities in fee-for-service claims, and then take recovery action where the committee's decision identifies that the practitioner received payment for incorrect claims.

SMART SYSTEMS FOR HEALTH

Suite 1900, 415 Yonge St
Toronto M5B 2E7
General Inquiry (416)327-9741
Fax (416)327-9705
8:00 - 5:00

Smart Systems for Health Agency (SSHA) is publicly funded . It is mandated to provide the secure, province-wide information technology infrastructure to allow electronic communication among Ontario's health service providers.

TRILLIUM GIFT OF LIFE NETWORK

Suite 1440, 155 University Ave

Toronto M5H 3B7

General Inquiry (416)363-4001

Toll Free 1-800-263-2833 (Consumer Information)

Fax (416)363-4002

www.giftoflife.on.ca

Trillium Gift of Life Network is Ontario's central organ and tissue **donation** agency. As outlined by the Trillium Gift of Life Network Act, the Network's mandate includes: planning, promoting, coordinating and supporting activities relating to the donation of organs and tissue for transplant; planning, promoting, coordinating and supporting activities relating to education or research in connection with the donation of organs and tissue; and advising the Minister of Health and Long-Term Care on matters relating to the donation of organs and tissue.

ACTS

Alcoholism and Drug Addiction Act

Ambulance Act

Audiology and Speech-Language Pathology Act

Cancer Act

Cancer Remedies Act

Charitable Institutions Act

Chiropody Act

Chiropractic Act

Community Psychiatric Hospitals Act

Dental Hygiene Act, 1991

Dental Technology Act, 1991

Dentistry Act, 1991

Denturism Act, 1991

Development Services Act (Long-term care programs and services)

Dietetics Act, 1991

Drug Interchangeability and Dispensing Fee Act

Drug and Pharmacies Regulation Act

Drugless Practitioners Act

Elderly Persons Centres Act

Fluoridation Act

General Welfare Assistance Act (long-term care programs and services only)

Healing Arts Radiation Protection Act

Health Cards and Numbers Control Act, 1991

Health Care Accessibility Act

Health Care Consent Act

Health Facilities Special Orders Act

Health Insurance Act

Health Protection and Promotion Act

Homemakers and Nurses Services Act

Homes for Retarded Persons Act (long-term care programs and services)

Homes for Special Care Act

Homes for the Aged and Rest Homes Act

Human Tissue Gift Act

Hypnosis Act

Immunization of School Pupils Act


Independent Health Facilities Act

Laboratory and Specimen Collection Centre Licencing Act

Long Term Care Act, 1994

Massage Therapy Act
Medical Laboratory Technology Act, 1991
Medical Radiation Technology Act, 1991
Medicine Act, 1991
Mental Health Act
Mental Hospitals Act
Midwifery Act, 1991
Ministry of Community and Social Services Act (sections 11.1 and 12 re: long-term care programs and services only)
Ministry of Health Act
Municipal Health Services Act
Nursing Act, 1991
Nursing Homes Act
Occupational Therapy Act
Ontario Drug Benefit Act
Ontario Medical Association Dues Act, 1991
Ontario Mental Health Foundation Act
Opticianry Act, 1991
Optometry Act, 1991
Pharmacy Act, 1991
Physician Services Delivery Management Act, 1995
Physiotherapy Act, 1991
Private Hospitals Act
Psychology Act, 1991
Public Hospitals Act
Regulated Health Professions Act, 1991
Respiratory Therapy Act, 1991
Tobacco Control Act, 1994
Trillium Gift of Life Network Act


MINISTRY OF INTERGOVERNMENTAL AFFAIRS

Mowat Block
5th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4800 
www.mia.gov.on.ca

The Ministry of Intergovernmental Affairs advises the Ontario government on intergovernmental issues. Ontario is involved in numerous federal-provincial and interprovincial issues, some of which may also have an international dimension. The Ministry's Office of Strategic Intergovernmental Advice provides advice and analysis, and works with other ministries on the most effective way of managing these issues. The Ministry's Office of International Relations and Protocol coordinates the province's international relations by providing analysis and advice on international issues and events, and by managing the international activities of the Premier, senior government officials and the Lieutenant Governor.


DEPUTY MINISTER'S OFFICE

ADMINISTRATIVE COORDINATION

Mowat Block
5th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4785
Fax (416)325-4773 

Administrative Coordination manages the planning and allocation of ministry resources; prepares the ministry's estimates; monitors and reports on expenditures. It also performs the liaison function between the ministry and the Ministry of Economic Development and Trade on all administrative matters including the impact and implementation of government-wide management policies and programs.

OFFICE OF INTERNATIONAL RELATIONS AND PROTOCOL (OIRP)

The Citadel
Suite 830, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)325-8535
Fax (416)325-8550
8:30 - 5:00 

The Office of **I**nternational **R**elations and **P**rotocol (OIRP) coordinates the province's international relations by providing analysis and advice on international issues and events, and by managing the international activities of the Lieutenant Governor, Premier, MEDT minister, as well as other ministers and senior officials. The Office of International Relations and Protocol also maintains extensive, consultative relations with the Department of Foreign Affairs and International **T**rade and the Ministry of Canadian Heritage; develops mandates for and manages the activities of Ontario's Senior Economic Officers posted internationally; provides a variety of protocol advice and services - including the coordination of memorial, ceremonial and hospitality events; and develops and implements state/official/working visits by foreign leaders and delegations, and members of the Royal Family.

OFFICE OF STRATEGIC INTERGOVERNMENTAL ADVICE


Mowat Block

5th Flr, 900 Bay St

Toronto M7A 1L2

General Inquiry (416)325-4800

Fax (416)325-9702 (ADM's Office)

Fax (416)325-4788 

The Office of Strategic Intergovernmental Advice provides strategic policy, negotiating and communications advice to the Ontario government on leading intergovernmental issues. At any given time, Ontario is involved in a number of complex, **federal-provincial** and **interprovincial** policy and program issues. The Office's role is to provide provincial decision-makers with counsel and guidance on a coordinated strategy of managing these diverse issues, in order to maximize Ontario's success in attaining its intergovernmental objectives. It advises the government on national unity, the constitution, Ontario's role in the federation, and also coordinates Ontario's participation in major federal-provincial and interprovincial meetings and conferences such as First Ministers' Meetings, the Annual Premiers' Conference, and meetings of the Ministerial Council on Social Policy Renewal. It also assists ministries in their intergovernmental relations.

ACTS

Ministry of Intergovernmental Affairs Act

MINISTRY OF LABOUR

400 University Ave

Toronto M7A 1T7

(416)326-7770 (Occupational Health & Safety)


(416)326-7160 (Employment Standards)

Toll Free 1-800-268-8013 (Occupational Health & Safety)

Toll Free 1-800-531-5551 (Employment Standards)

Fax (416)326-6546 (On-Demand)

www.gov.on.ca/lab

8:30 - 5:00 

Established in 1919 to develop and enforce labour legislation, the Ministry of Labour's mission is to advance safe, fair and harmonious workplace practices that are essential to the social and economic well-being of the people of Ontario. Through the ministry's three main areas of responsibility, occupational health and safety, employment rights and responsibilities and labour relations, the ministry's mandate is to set, communicate and enforce workplace standards while encouraging greater workplace self-reliance. A range of specialized agencies, boards and commissions assist the ministry in its work.

DEPUTY MINISTER'S OFFICE


COMMUNICATIONS AND MARKETING BRANCH

14th Flr, 400 University Ave

Toronto M7A 1T7

(416)326-7405 (Media Relations Line)

Fax (416)314-5809

8:30 - 5:00 

The Communications and Marketing Branch informs the public, client groups, and the media about the ministry's activities. The branch consists of three units: Strategic Communications; Issues Management/Stakeholder Relations; and Correspondence.


CORRESPONDENCE UNIT

7th Flr, 400 University Ave

Toronto M7A 1T7

General Inquiry (416)326-7400

Fax (416)314-3954

8:30 - 5:00 

The Correspondence Unit is responsible for the preparation of Minister's and Deputy Minister's correspondence. The unit logs and tracks incoming correspondence and ensures that responses are sent in a timely manner. The unit also acts as a communications link between offices of the ministry and senior management and ensures that responses meet quality service standards.


ISSUES MANAGEMENT/STAKEHOLDER RELATIONS

14th Flr, 400 University Ave

Toronto M7A 1T7

General Inquiry (416)326-7600


Fax (416)314-5809

8:30 - 5:00 

Issues Management/Stakeholder Relations is responsible for identifying, developing and coordinating ministry responses to critical issues through the preparation of information used by


the Minister in the legislature such as House Notes and Issue Notes, and information used by the Minister in meeting with stakeholders.

STRATEGIC COMMUNICATIONS

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7400
Fax (416)326-7406
8:30 - 5:00 


Strategic Communications supports the Minister, Deputy Minister, program areas and regional offices through the development and execution of strategic communications plans. The unit develops communication plans; produces and distributes materials such as speeches, statements and news releases on ministry activities and provides marketing expertise to promote ministry initiatives. The unit is also responsible for media relations, stakeholder relations, French Language Services, and for the planning and executing of Minister and ministry events.

INSPECTIONS, INVESTIGATIONS AND ENFORCEMENT SECRETARIAT

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-9622
Fax (416)326-9624
8:30 - 5:00 


The Inspections, Investigations and Enforcement Secretariat was created in 1999 to address the need for policy coherence, service integrity and improved system capacity across compliance ministries. Using a distributive leadership model, the Secretariat provides policy advice and coordination expertise to interministerial teams working horizontally on projects designed to enhance public protection and economic prosperity in Ontario. The Secretariat also develops and coordinates shared training and learning for II&E staff and seeks out opportunities to share information through developing communities of practice and eBusiness solutions.

INTERNAL AUDIT SERVICES

18th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-1712
Fax (416)326-1712
8:30 - 5:00 


Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor in the Internal Audit Division.

LEGAL SERVICES BRANCH

11th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7959
(416)326-7950 (After Hours Directory)
Fax (416)326-7985
www.gov.on.ca/LAB/legal/english/branchdescription.htm
8:30 - 5:00 


The Legal Services Branch provides general legal services to the ministry. Those services include advising ministry staff on the interpretation of ministry statutes (such as the Occupational Health and Safety Act and the Employment Standards Act) and regulations, representing the ministry at tribunal hearings, prosecuting offences under ministry statutes, preparing ministry contracts; and drafting proposed ministry legislation, regulations, orders-in-council and other legal instruments. Legal Services Branch staff are employed by the Ministry of the Attorney General.

TRANSFORMATION AND STRATEGIC INITIATIVES UNIT

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7586
Fax (416)326-7599
8:30 - 5:00 


Transformation and Strategic Initiatives Unit provides leadership and support to the Ministry Transformation Initiative, including developing the transformation roadmap, providing secretariat support to the Ministry Transformation Leadership Committee, project management support through the Project Management Office and linkages to the broader Ontario Public Service-wide transformation.

ECONOMICS AND BUSINESS CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-9400
(416)212-6000 (Service Desk)
Fax (416)326-9424
8:30 - 5:00 


The Economics and Business Cluster is responsible for providing information and information technology services to the Ministries of Consumer and Business Services; Economic Development and Trade, Labour and Energy. The Cluster's mission is two-fold: to provide timely and cost effective support to the client ministries in helping them to promote e-business and e-government as a means of enhancing government service; and secondly to further the Ontario Government's overall information and information technology strategy. This is achieved by providing the following services: business solutions; architecture and planning; application development and production support; and information technology operations and client support.

INTERNAL ADMINISTRATIVE SERVICES DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7586
Fax (416)326-7599
8:30 - 5:00 


The Internal Administrative Services Division coordinates and manages the business planning, human and financial resources, information and technology, controllership processes for the ministry; provides and manages administration services to ministry offices; coordinates the administration of ministry agencies; and provides direct services such as freedom of information. The Chief Administrative Officer also coordinates the internal audit function for the ministry.

FINANCE AND ADMINISTRATION BRANCH

10th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7200
Fax (416)326-9069
8:00 - 5:00 


The Finance and Administration Branch is responsible for development of the ministry's strategic business and operational plans and performance measures, including the provision of business planning support to its agencies. The branch also provides expertise and advice on budget/controllership reporting issues and requirements to the ministry and central agencies. It develops and communicates financial and administrative policies, procedures, guidelines and best practices, ensuring compliance through quality assurance/post audit activities; coordinates the provision of facilities, assets, risk management and printing services to the ministry and is responsible for contract and service management, negotiating service level/operating agreements with external service providers.

HUMAN RESOURCES BRANCH

10th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7200
TTY (416)314-5811
Fax (416)212-3833 (Job Ads Only)
Fax (416)326-7241
8:30 - 5:00 


The Human Resources Branch provides a full range of service and advice to line managers and employees in all matters relating to human resource management, including policies and procedures, recruitment, classification, pay and benefits, staff relations, workplace practices, health and safety.

OPERATIONS DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7606
Fax (416)212-4455
8:30 - 5:00 


The Operations Division of the Ministry of Labour includes the Office of the Assistant Deputy Minister, two program branches and four regions including district offices. The Occupational Health and Safety Branch and Employment Practices Branch provide support to the staff delivering day-to-day operations in four autonomous regional offices.

EMPLOYMENT PRACTICES BRANCH

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-2450
Fax (416)326-7061
www.gov.on.ca/lab/es/ese.htm
8:30 - 5:00 


The Employment Practices Branch oversees and coordinates the Employment Standards Program, providing policy, procedural, technical and planning support to Ministry staff including the ministry's Regional Offices, which administer and enforce the Employment Standards Act, 2000.

EMPLOYMENT STANDARDS

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7160
Toll Free 1-800-531-5551 (Province-Wide Outside GTA)
Fax (416)314-8725
www.gov.on.ca/lab/main.htm
8:30 - 5:00 


The **Employment Standards Act, 2000** establishes minimum terms and conditions of employment called employment standards. Employment standards include rules on minimum wage, hours of work, overtime pay, paid public **holidays**, **vacation** time and vacation pay, equal pay for equal work, the prevention of **discrimination** in employment-provided benefit plans, **emergency** leave, **pregnancy** leave and parental leave, **lie detector** tests, termination notice or termination pay, **severance** pay, retail workers' right to refuse work on Sunday and Public Holidays, and special rules for the **women's** garment industry. Information about the Employment Standards Act, 2000 can be accessed through our website: www.gov.on.ca/lab/es/ese.htm. To file an employment standards claim, or for more information, call the Ministry of **Labour** office in your area. See Regional Offices listing. Office locations can also be accessed through our website: www.gov.on.ca/LAB/mol/minoffice.htm.

OCCUPATIONAL HEALTH AND SAFETY BRANCH

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013 (Province-Wide)
Fax (416)326-7242
www.gov.on.ca/lab/ohs/ohse.htm
8:30 - 5:00 


The Occupational Health and Safety Branch provides program services related to the Construction Health and Safety Program, the Industrial Health and Safety Program and Mining Health and Safety Program. These services are provided through Regional and District Offices across the province. The programs enforce the Occupational Health and Safety Act and regulations made under the Act. They also administer sections of the Trades **Qualification** and **Apprenticeship** Act, Apprenticeship **Certification** Act, the Atomic Energy Act, and regulations for Uranium and Thorium Mining, and Mining and **X-ray** Safety. Professional and Specialized Services, the Radiation Protection Service and the Materials Testing Laboratory Service provide scientific and technical support to the programs. The branch also assists with the coordination of the development of occupational health and safety regulations.

CONSTRUCTION HEALTH AND SAFETY PROGRAM

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013
Fax (416)326-7242
8:30 - 5:00 


Within the jurisdiction of the **Occupational Health and Safety Act**, the **Construction Health and Safety Program** sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among workers in the construction industry including **window cleaning** operations. The program expects **employers** and **employees** to assume primary responsibility for occupational health and safety in the **workplace**. Construction Health and Safety inspectors operate out of Regional and District Offices in Ontario. They inspect construction and window cleaning operations. **Diving** Inspectors administer the Diving Regulation. The Professional and Specialized Services provides support to these activities.

INDUSTRIAL HEALTH AND SAFETY PROGRAM

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013
Fax (416)326-7761
8:30 - 5:00 


Within the jurisdiction of the **Occupational Health and Safety Act**, the Industrial Health and Safety Program sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among workers in all sectors other than **construction** and mining. The program expects **employers** and **employees** to assume primary responsibility for occupational health and safety in the **workplace**. Industrial Health and Safety officers, operating out of Regional and District Offices throughout the province inspect these establishments and ensure compliance with Occupational Health and Safety Legislation. Professional and Specialized Services provides support to these activities.

INFORMATION AND ADMINISTRATIVE SERVICES

14th Flr, 655 Bay St
Toronto M7A 1T7
(416)326-7731 (Publication Sales)
Fax (416)326-7745 (Publication Sales)
8:30 - 5:00 

Information and Administrative Services supports the Occupational **Health and Safety** Information System and produces, publishes and distributes acts, regulations and other material for Occupational Health and Safety and Employment Practices.


MINING HEALTH AND SAFETY PROGRAM

Willet Green Miller Ctr Bldg B
933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5695
Fax (705)670-5698
8:30 - 5:00 

Within the jurisdiction of the **Occupational Health and Safety Act**, the **Mining Health and Safety Program** sets, communicates and enforces **standards** that are designed to reduce **injuries** and


illness among workers in the mining industry. This applies to **employees** and **employers** in open pits, **quarries**, **metallurgical operations**, sand, clay, shale and gravel pits, **aggregate** plants, peat workings, oil and gas exploration and **drilling**, and diamond drilling operations. The program expects employers and employees to assume primary responsibility for occupational health and safety in the **workplace**. Mining Health and Safety officers operate out of some regional and district offices in Ontario. They inspect workplaces in the mining industry for compliance with the legislation. They investigate refusals to work, **complaints**, **fatalities** and serious **accidents**. Professional and Specialized Services provides technical expertise to the inspectors.

MATERIALS TESTING LABORATORY

Willet Green Miller Ctr Bldg C
933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5695
Fax (705)670-5710
8:30 - 4:30 


By statute, all wire ropes used in mine-**hoisting** installations must be tested by the **Materials** Testing Laboratory before use and at intervals during service.

PREVENTION STRATEGY UNIT

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013
Fax (416)326-7242
8:30 - 5:00 


The Prevention Strategy Unit of the Occupational Health and Safety Board coordinates, on behalf of the Ministry of Labour, the implementation of Ontario's strategy to reduce workplace injury and illness and make Ontario workplaces the safest and healthiest in the world and serves as the Ministry's linkage with the rest of the injury and illness prevention system.

PROFESSIONAL AND SPECIALIZED SERVICES

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-7770
Fax (416)326-7761
8:30 - 5:00 

The Professional and Specialized Services unit identifies and reduces the risk of worker injury in the Ontario workplace through the contribution of professional knowledge on the anticipation, recognition, **evaluation** and control of occupational hazards. The service is composed of a multidisciplinary team of professionals who set, communicate and enforce standards; provide **health and safety** assessments of **chemicals**, notifiability of new chemical and biological agents, statistical analysis of occupational health data, and coordination of **training** programs. Professional and Specialized Services engineers provide engineering expertise to the Construction, Industrial and Mining Health and Safety Programs. Occupational health professionals including physicians, hygienists, ergonomists, scientists and **radiation** technologists provide consultations to help prevent occupational **diseases**.


RADIATION PROTECTION SERVICE

81A Resources Rd
Weston M9P 3T1
General Inquiry (416)235-5922
Fax (416)235-5926
8:30 - 4:30 

The **Radiation** Protection Service, which is the primary provincial source of expertise on all matters concerning exposure to radiation, evaluates and controls occupational exposure and provides assistance to other ministries and agencies on exposure of the public to radiation. The service also provides radioanalytical and field support for the Provincial Nuclear Emergency Plan.


REGIONAL OFFICES

CENTRAL REGIONAL OFFICE


Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5330
(416)326-7160 (GTA)
Toll Free 1-800-268-8013 (Occupational Health and Safety Inquiries)
Toll Free 1-800-531-5551 (Employment Standards Inquiries)
Fax (416)235-5355
8:30 - 5:00 

DISTRICT OFFICES


BARRIE

Courthouse
Suite 201, 114 Worsley St
Barrie L4M 1M1
General Inquiry (705)722-6642
Fax (705)726-3101
8:30 - 5:00 


DURHAM

67 Thornton Rd S
Oshawa L1J 5Y1
General Inquiry (905)433-9416
Toll Free 1-800-263-1195
Toll Free 1-800-531-5551 (Employment Standards Inquiry)
Toll Free 1-800-991-7454 (Industrial Health & Safety Duty Desk)
Fax (905)433-9843 (Employment Standards Program, Oshawa)
8:30 - 5:00 


PEEL NORTH

4th Flr, 1290 Central Pky W
Mississauga L5C 4R3
General Inquiry (905)273-7800
Toll Free 1-800-268-2966
Fax (905)615-7078
8:30 - 5:00 


PEEL SOUTH

4th Flr, 1290 Central Pky W
Mississauga L5C 4R3
General Inquiry (905)273-7800
Fax (905)615-7098
8:30 - 5:00 


TORONTO EAST

Unit 1, 2275 Midland Ave
Scarborough M1P 3E7
General Inquiry (416)314-5300
Fax (416)314-5410 (Employment Standards)
Fax (416)314-5405 (Health & Safety)
8:30 - 5:00 

TORONTO NORTH

Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5330
Fax (416)235-5080
8:30 - 5:00 


TORONTO WEST

Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5330
Fax (416)235-5090
8:30 - 5:00 


YORK

Unit 102, 1110 Stellar Dr
Newmarket L3Y 7B7
General Inquiry (905)715-7020
Fax (905)715-7140
8:30 - 5:00


EASTERN REGIONAL OFFICE

Suite 200, 1111 Prince of Wales Dr
Ottawa K2C 3T2
General Inquiry (613)228-8050
Toll Free 1-800-267-1916
Toll Free 1-800-268-8013 (Occupational Health & Safety)
Toll Free 1-800-531-5551 (Employment Standards)
Fax (613)727-2900
8:30 - 5:00 


DISTRICT OFFICES**KINGSTON**

Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)545-0989
Fax (613)545-9831
8:30 - 5:00 


OTTAWA EAST

Suite 200, 1111 Prince of Wales Dr
Ottawa K2C 3T2
General Inquiry (613)228-8050
Fax (613)727-2900
8:30 - 5:00 


OTTAWA WEST

Suite 200, 1111 Prince of Wales Dr
Ottawa K2C 3T2
General Inquiry (613)228-8050
Fax (613)727-2900
8:30 - 5:00 


PETERBOROUGH

South Tower
3rd Flr, 300 Water St N
Peterborough K9J 8M5
General Inquiry (705)755-4700
Toll Free 1-800-461-1425
Fax (705)755-4724
8:30 - 5:00 


NORTHERN REGIONAL OFFICE

Suite 301, 159 Cedar St
Sudbury P3E 6A5
Toll Free 1-800-461-6325 (Within Area Code 705)
Toll Free 1-800-531-5551 (Employment Standards - Call Centre)
Fax (705)564-7435
8:30 - 5:00 


DISTRICT OFFICES**SAULT STE MARIE**

Roberta Bondar Pl
Suite 480, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-6600
Toll Free 1-800-461-7268 (Health & Safety)
Toll Free 1-800-531-5551 (Employment Standards - Call Centre)
Fax (705)949-9796
8:30 - 5:00 


SATELLITE OFFICE - ELLIOT LAKE

2nd Flr, 50 Hillside Dr N
Elliot Lake P5A 1X4
General Inquiry (705)945-6600 (Sault Ste Marie)
Fax (705)848-8055 


SUDBURY EAST

Suite 301, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7400
Toll Free 1-800-461-6325 (Health & Safety)
Toll Free 1-800-531-5551 (Employment Standards - Call Centre)
Fax (705)564-7076
8:30 - 5:00 


SUDBURY WEST

Suite 301, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7400
Toll Free 1-800-531-5551 (Employment Standards - Call Centre)
Toll Free 1-800-461-6325 (Health & Safety)
Fax (705)564-7437
8:30 - 5:00 


THUNDER BAY

Ontario Government Bldg
2nd Flr Suite 222, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1691
Toll Free 1-800-531-5551 (Employment
Standards - Call Centre)
Toll Free 1-800-465-5016 (Health & Safety)
Fax (807)475-1646
8:30 - 5:00 


SATELLITE OFFICE - DRYDEN

Ontario Government Bldg
479 Government Rd
Dryden P8N 3B3
General Inquiry (807)223-4898
Toll Free 1-800-465-5016 (Thunder Bay - 807
Area Code Only)
Fax (807)223-4344
8:30 - 5:00 


TIMMINS

Ontario Government Complex D Wing
Hwy 101 E
PO Bag 3050
South Porcupine P0N 1H0
General Inquiry (705)235-1900
Toll Free 1-800-531-5551 (Employment
Standards - Call Centre)
Toll Free 1-800-461-9847 (Health & Safety)
Fax (705)235-1925
8:30 - 5:00 


SATELLITE OFFICE - KAPUSKASING

c/o Ministry of Natural Resources
Hwy 17 W
RR 2
Kapuskasing P5N 2Y3
General Inquiry (705)235-1900
Toll Free 1-800-461-9847 (Timmins)
Fax (705)335-8765 


WESTERN REGIONAL OFFICE

Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Toll Free 1-800-531-5551 (Employment
Standards)
Toll Free 1-800-263-6906 (Occupational
Health & Safety)
Fax (905)577-1200
8:30 - 5:00 


DISTRICT OFFICES**BRANT**

Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Fax (905)577-1324
8:30 - 5:00 


HALTON

Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Fax (905)577-1324
8:30 - 5:00 


HAMILTON

Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Toll Free 1-800-263-6906 (Occupational
Health & Safety)
Toll Free 1-800-531-5551 (Employment
Standards)
Fax (905)577-1200
8:30 - 5:00 


KITCHENER/WATERLOO

Unit G213, 155 Frobisher Dr
Waterloo N2V 2E1
General Inquiry (519)885-3378
Toll Free 1-800-265-2468 (519 Area Code
only)
Fax (519)883-5694
8:30 - 5:00 


LONDON NORTH

5th Flr, 217 York St
London N6A 5P9
General Inquiry (519)439-2210
Toll Free 1-800-265-1676 (519 & 905 Area
Codes)
Fax (519)672-0268
8:30 - 5:00 


LONDON SOUTH

5th Flr, 217 York St
London N6A 5P9
General Inquiry (519)439-2210
Toll Free 1-800-265-1676 (519 & 905 Area
Codes)
Fax (519)672-0268
8:30 - 5:00 


NIAGARA

Garden City Tower
8th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3994
Toll Free 1-800-263-7260 (905 Area Code Only)
Fax (905)704-3011
8:30 - 5:00 

WINDSOR


Suite 610, 4510 Rhodes Dr
Windsor N8W 5K5
General Inquiry (519)256-8277
Toll Free 1-800-265-5140 (519 Area Code)
Fax (519)258-1321
8:30 - 5:00 

POLICY AND LABOUR MANAGEMENT SERVICES DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7558
Fax (416)326-7599
8:30 - 5:00 


The Policy and Labour Management Services Division, headed by an Assistant Deputy Minister (ADM), provides the Minister and senior officials with information, analysis and advice to assist in the development, adoption and implementation of policies, programs and legislation related to the workplace. The division also includes Cabinet liaison coordination.

EMPLOYMENT AND LABOUR POLICY BRANCH

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-9293
Fax (416)314-5855
8:30 - 5:00 


The Employment and Labour Policy Branch is accountable for policy development and legislation affecting employment rights and responsibilities (e.g. The Employment Standards Act, Pay Equity Act) and labour relations (e.g. the Labour Relations Act) in Ontario. As well, the branch conducts research and provides analysis and policy advice on Ministry of Labour core business activities and Ontario Public Service and Broader Public Service labour relations and employment standards.

LABOUR MANAGEMENT SERVICES

8th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7575
Fax (416)314-8755
8:30 - 5:00 


Labour Management Services (LMS) provides neutral third-party assistance to Ontario's labour-management community in the negotiation and administration of collective agreements, provides best practices advice on labour-management relationships, and provides **collective bargaining** information. The program is provided through the Office of the Director of LMS, Mediation Services, Arbitration Services and Collective Bargaining **Information Services** (CBIS). Mediation Services aims at promoting harmonious relationships between **employers** and trade **unions** by assisting them in negotiating collective agreements. CBIS offers research and information services to unions, management and government in the area of labour relations and collective bargaining, including regular reports on negotiated changes in wages and benefits provisions. Arbitration Services assists the Minister in carrying out the statutory responsibility for constituting boards of arbitration and appointing single arbitrators under various Acts.

ARBITRATION SERVICES

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1300
Fax (416)326-1329
8:30 - 5:00 


Arbitration Services assists the Minister of Labour in carrying out statutory responsibilities for constituting boards of arbitration and appointing single arbitrators under the **Labour Relations Act**, 1995, the **Hospital Labour Disputes Arbitration Act**, the **Fire Protection and Prevention Act**, 1997, and the **Ambulance Services Collective Bargaining Act**, 2001. The service is responsible for receiving and processing requests from **employers** and **trade unions** for the **appointment** of arbitrators and nominees to boards of arbitration. The service identifies individuals qualified to act under ministerial appointment, monitors the progress of arbitration proceedings and catalogues **awards** for public availability. The service maintains a roster of qualified **grievance** arbitrators, in association with the Labour-Management Advisory Committee, which advises the Minister on matters pertaining to arbitration.

COLLECTIVE BARGAINING INFORMATION SERVICES

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1260
Fax (416)326-1277
8:30 - 5:00 


Collective Bargaining Information Services collect, analyse and distribute information on approximately 9,500 collective bargaining relationships in Ontario. The service provides research and analytical support to a variety of clients including government, labour and management, school boards, law firms, negotiators and academics. The service compiles and analyses **labour relations** trends, collective bargaining outcomes, **wages** and **benefits**, and prepares a number of related reports. In addition to a labour relations/collective bargaining information database, an up-to-date collective agreements **library** is maintained and made available to clients.

COLLECTIVE AGREEMENTS LIBRARY

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1260
8:30 - 5:00 

The Collective Agreements Library houses collective agreements under Ontario jurisdiction, as well as other agreements affecting unionized employees in Ontario. The agreements are available to the public. Copies of collective agreements can be obtained for a fee.


MEDIATION SERVICES

8th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7358
Fax (416)326-7367
8:30 - 5:00 

Mediation Services aims to foster harmonious **labour relations** and to minimize disruption in the economy arising from **strikes** and **lockouts**. The service provides conciliation and mediation services in order to assist the parties in bargaining collective agreements. Parties in a labour dispute must use the government's conciliation services before resorting to strikes or lockouts. The service also provides programs and assistance to the parties through its interactive solutions program. These


programs include: Relationship Building Program, Joint Union/Management Training, Interest-Based Bargaining Training and Facilitation.

ONTARIO-QUEBEC JOBS PROTECTION OFFICE/ONTARIO-QUEBEC POLICY SECRETARIAT

Suite 202, 2378 Holly Lane
Ottawa K1V 7P1
General Inquiry (613)260-8351
Toll Free 1-888-998-9959 (Hotline)
Fax (613)260-8369
8:30 - 5:00 

The **Jobs** Protection Office (JPO) assists Ontario **construction** workers and **contractors** in resolving issues related to their ability to work in Quebec, further to bilateral agreements and measures adopted by Ontario and Quebec. It also coordinates enforcement efforts designed to ensure that Ontario legislation pertaining to construction contractors, occupational health and safety, retail sales tax and workplace insurance is complied with. The Ontario-Quebec Policy Secretariat provides development and support as well as program development to remove barriers that Ontario construction workers and contractors have experienced in trying to work in Quebec.


WORKPLACE INSURANCE, HEALTH AND SAFETY POLICY BRANCH

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-9299
Fax (416)326-7650
8:30 - 5:00 

The Workplace Insurance, Health and Safety Branch leads development of corporate policy and regulations in occupational health and safety and workplace insurance. The branch also provides advice and conducts and coordinates research in these fields. It promotes linkages between injury and illness prevention and workplace insurance by working with partners in the ministry, Workplace Safety and Insurance Board, and designated health and safety entities.

AGENCIES, BOARDS AND COMMISSIONS

OFFICE OF THE EMPLOYER ADVISER

Suite 704, 151 Bloor St W
Toronto M5S 1S4
General Inquiry (416)327-0020
Toll Free 1-800-387-0774
Fax (416)327-0726
www.gov.on.ca/lab/oea
8:30 - 5:00 


The Office of the Employer Adviser (OEA) provides representation, advice and education to primarily those **employers** with fewer than 100 employees, on workplace safety **insurance** matters. Representation is provided in negotiations, **mediations**, **hearings** and **appeals** at the **Workplace Safety and Insurance Board (WSIB)** and the **Workplace Safety and Insurance Appeals Tribunal (WSIAT)**. The Employer Adviser plays an important role in Ontario's workplace safety and insurance system by promoting the self-reliance of employers, and by resolving disputes in the workplace safety insurance system. The OEA is funded by premiums paid by employers to the WSIB. The OEA is an agency of the Ontario Ministry of Labour that operates independently from the Ministry and from the WSIB.

FIELD OFFICES


HAMILTON

Main Flr, 1 Jarvis St
Hamilton L8R 3J2
 Toll Free 1-800-387-0774
 Fax (416)327-0726
 8:30 - 5:00 


LONDON

5th Flr, 217 York St
London N6A 5P9
 Toll Free 1-800-387-0774
 Fax (519)672-0268
 8:30 - 5:00 


OTTAWA

Assaly Bldg
 2nd Flr, 1111 Prince of Wales Dr
Ottawa K2C 3T2
 Toll Free 1-800-387-0774
 Fax (613)737-9548
 8:30 - 5:00 


PETERBOROUGH

South Tower
 3rd Flr, 300 Water St
Peterborough K9J 8M5
 Toll Free 1-800-387-0774
 Fax (705)932-4063
 8:30 - 5:00 


SAULT STE MARIE

Roberta Bondar Pl
 Suite 480, 70 Foster Dr
Sault Ste Marie P6A 6V4
 Toll Free 1-800-387-0774
 Fax (705)253-7181
 8:30 - 5:00 


SUDBURY

Suite 301, 159 Cedar St
Sudbury P3E 6A5
 Toll Free 1-800-387-0774
 Fax (705)674-8774
 8:30 - 5:00 


TORONTO

Suite 704, 151 Bloor St W
Toronto M5S 1S4
 General Inquiry (416)327-0020
 Toll Free 1-800-387-0774
 Fax (416)327-0726
 8:30 - 5:00 

WATERLOO

Unit G, 155 Frobisher Dr
Waterloo N2V 2E1
 Toll Free 1-800-387-0774
 Fax (519)883-5694
 8:30 - 5:00 

WINDSOR


Suite 610, 4510 Rhodes Dr
Windsor N8W 5K5
 Toll Free 1-800-387-0774
 Fax (519)969-1792
 8:30 - 5:00 

OFFICE OF THE WORKER ADVISER


Suite 1300, 123 Edward St
 Toronto M5G 1E2
 Toll Free 1-800-435-8980 (Canada-Wide)
 Toll Free French 1-800-661-6365 (Canada-Wide)
 Fax (416)327-2237
www.owa.gov.on.ca
 8:30 - 5:00 

The Office of the Worker Adviser (OWA) advises, represents and educates injured **workers** with **Workplace Safety and Insurance Board (WSIB) claims** through all stages of the Workplace Safety and Insurance System, including **appeals** before the Workplace Safety and **Insurance Board** and Workplace Safety and Insurance Appeals Tribunal. OWA services are only available to workers who do not have a union to help them and their survivors. A resource and **information service** focusing on Workplace Safety and Insurance issues is also available to the public. OWA service is provided outside Toronto through Regional Offices.


CENTRAL REGION

Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5550
Toll Free 1-800-387-7495
Fax (416)235-5594
8:30 - 5:00 


DOWNSVIEW

Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5550
Toll Free 1-800-387-7495 (Canada-Wide)
Fax (416)235-5594
8:30 - 5:00 


SUDBURY

Suite 304, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-1621
Toll Free 1-800-461-6372 (Canada-wide)
Fax (705)564-4126
8:30 - 5:00 


WATERLOO

Unit G (213), 155 Frobisher Dr
Waterloo N2V 2E1
General Inquiry (519)888-9063
Toll Free 1-800-265-2466 (Within Area Code 519)
Fax (519)883-5659
8:30 - 5:00 


NORTHWEST REGION

3rd Flr Suite 335, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1280
Toll Free 1-800-465-3966
Fax (807)475-1283
8:30 - 5:00 


ELLIOT LAKE

50 Hillside Dr N
Elliot Lake P5A 1X4
General Inquiry (705)848-6413
Toll Free 1-800-398-3228 (Within Area Codes 705 and 807)
Fax (705)848-2408
8:30 - 5:00 


SAULT STE MARIE

Roberta Bondar Pl
Suite 480, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-5861
Toll Free 1-800-461-6023 (Province-Wide)
Fax (705)759-6788
8:30 - 5:00 


THUNDER BAY

Ontario Government Bldg
Suite 335, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1280
Toll Free 1-800-465-3966 (Canada-Wide)
Fax (807)475-1283
8:30 - 5:00 


TIMMINS

3rd Flr, Suite 303, 60 Wilson Ave
Timmins P4N 2S7
General Inquiry (705)268-3454
Toll Free 1-800-461-9854 (Canada-Wide)
Fax (705)267-3633
8:30 - 5:00 


SOUTHWEST REGION

Suite 810, 495 Richmond St
London N6A 5A9
General Inquiry (519)873-4490
Toll Free 1-800-265-7924
Fax (519)873-4500
8:30 - 5:00 


HAMILTON

1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-1301
Toll Free 1-800-263-9209 (Within Area Codes 905, 519 & 416)
Fax (905)540-9355
8:30 - 5:00 


LONDON

Suite 810, 495 Richmond St
London N6A 5A9
General Inquiry (519)873-4490
Toll Free 1-800-265-7924 (Province-Wide)
Fax (519)873-4500
8:30 - 5:00 


ST CATHARINES

Garden City Tower
9th Flr, 301 St Paul St
St Catharines L2R 3M8
General Inquiry (905)704-3945
Toll Free 1-800-414-4512 (Within
Area Code 905)
Fax (905)704-3019
8:30 - 5:00 


WINDSOR

Suite 601, 880 Ouellette Ave
Windsor N9A 1C7
General Inquiry (519)254-7558
Toll Free 1-800-265-5649 (Within
Area Code 519)
Fax (519)254-1741
8:30 - 5:00 


TORONTO AND EASTERN REGION

Suite 1300, 123 Edward St
Toronto M5G 1E2
General Inquiry (416)325-8570
Toll Free 1-800-660-6769
Fax (416)325-4830
8:30 - 5:00 


MISSISSAUGA

Suite 512, 10 Kingsbridge Garden Cir
Mississauga L5R 3K6
General Inquiry (905)568-2359
Toll Free 1-800-267-3949 (Within
Area Codes 905)
Fax (905)568-1086
8:30 - 5:00 


OTTAWA

Suite 705, 11 Holland Ave
Ottawa K1Y 4S1
General Inquiry (613)728-2006
Toll Free 1-800-267-6599 (Within
Area Code 613)
Fax (613)728-8052
8:30 - 5:00 


SCARBOROUGH

Unit 3, 2275 Midland Ave
Scarborough M1P 3E7
General Inquiry (416)325-9846
Toll Free 1-800-268-4343 (Province-Wide)
Fax (416)325-9855
8:30 - 5:00 

TORONTO


Suite 1300, 123 Edward St
Toronto M5G 1E2
General Inquiry (416)325-8570
Toll Free 1-800-660-6769 (Canada-Wide)
Fax (416)325-4830
8:30 - 5:00 

ONTARIO LABOUR RELATIONS BOARD

2nd Flr, 505 University Ave
Toronto M5G 2P1
General Inquiry (416)326-7500
Fax (416)326-7531
www.gov.on.ca/lab/olrb/home.htm
8:00 - 5:00 


The Ontario **Labour Relations** Board is an independent, quasi-judicial tribunal that adjudicates matters under a variety of statutes. The Labour Relations Act, 1995 gives the Board power to deal with specific labour relations matters including: **certification** of a **trade union**, termination of a trade union's bargaining rights, **complaints** of unfair labour practices, and illegal **strikes** and **lockouts**. The Board also deals with certain applications under the **Occupational Health and Safety** Act and other statutes. The Board also hears **appeals** of orders or decisions of Ministry Health and Safety Inspectors and **Employment Standards** Officers.

EDUCATION RELATIONS COMMISSION/COLLEGE RELATIONS COMMISSION

2nd Flr, 505 University Ave
Toronto M5G 2P1
General Inquiry (416)326-7500
Fax (416)326-7531
www.gov.on.ca/lab/olrb/home.htm
8:00 - 5:00 

The Education Relations Commission (ERC) was established in 1975 to support **collective bargaining** in the education sector. Activities include providing statistical information and analysis in relation to collective bargaining, and advising the Lieutenant Governor-in-Council when a strike or lockout will jeopardize students' education. The College Relations Commission was established in 1975 to oversee collective bargaining between the Ontario Council of Regents for **Colleges** of Applied Arts and Technology (CAATs) and the Ontario Public Service Employees Union, representing both academic and support staff. The commission monitors and assists in negotiation, supervises staff votes and advises the Lieutenant Governor-in-Council when a strike or lockout is jeopardizing student education.

PAY EQUITY COMMISSION


11th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)314-1896
Toll Free 1-800-387-8813
Fax (416)314-8741
www.gov.on.ca/lab/pec
8:30 - 5:00 

The **Pay Equity** Commission was established to assist all parties in achieving and maintaining pay equity in the workplace. Implementation of Pay Equity is a self-managed process undertaken by **employers** and **employees** or bargaining agents, with minimal involvement, if any, of the commission. The Pay Equity Commission is organized into two separate, independent parts: the Pay Equity Office and the Pay Equity Hearings Tribunal. The Pay Equity Office has a mandate to provide information and **public education**, and **complaint** resolution. The Pay Equity Hearings Tribunal, an independent quasi-judicial adjudicative body, hears and determines all matters and disputes that arise under the Pay Equity Act. Hearings may be held at the request of an employer, union, individual employee, or if the matter is referred to the Tribunal by the Pay Equity Office. See also entries under Pay Equity Hearings Tribunal.

Services offered to the Public:

Pay Equity Publications


PAY EQUITY HEARINGS TRIBUNAL

7th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)314-0004
TTY (416)314-2379
Toll Free 1-800-668-3946
TTY Toll Free 1-800-424-1168
Fax (416)314-8743
8:30 - 5:00 

The **Pay Equity Hearings** Tribunal was established on January 1, 1988. The Hearings Tribunal is a tripartite, quasi-judicial tribunal that hears and finally determines all matters or disputes which arise under the Pay Equity Act. Hearings may be held at the request of an employer, union, an


individual employee or, if the matter is referred to the Tribunal by a Review Officer of the Pay Equity Office.

PUBLIC SERVICE APPEAL BOARDS

The Dundas/Edward Ctr
Suite 600, 180 Dundas St W
Toronto M5G 1Z8
General Inquiry (416)326-1388
Fax (416)326-1396
8:00 - 5:00 


The Public Service **Appeal** Boards is the administrative structure that supports two adjudicative agencies: the **Grievance** Settlement Board and the Public Service Grievance Board.

GRIEVANCE SETTLEMENT BOARD

The Dundas/Edward Ctr
Suite 600, 180 Dundas St W
Toronto M5G 1Z8
General Inquiry (416)326-1388
Fax (416)326-1396
8:00 - 5:00 


The Grievance Settlement Board is an adjudicative agency established by section 20 of the Crown Employees Collective Bargaining Act, 1972, S.O. 1972, c.67 and is continued by section 46 of the Crown Employees Collective Bargaining Act, 1993, S.O. 1993, c.38, as amended by S.O. 1995, c.1 (CECBA). The obligation of the Board is to provide a system that encourages dispute resolution and improve labour relations within the Ontario Public Service. The Board provides timely, concise decisions resulting in consistent advice and guidance to the parties in the settlement of specific disputes.

PUBLIC SERVICE GRIEVANCE BOARD

The Dundas/Edward Ctr
Suite 600, 180 Dundas St W
Toronto M5G 1Z8
General Inquiry (416)326-1388
Fax (416)326-1396
8:00 - 5:00 

The Public Service Grievance Board adjudicates grievances filed by management/excluded Crown employees under Part V of Regulation 977 to the Public Service Act.


WORKPLACE SAFETY AND INSURANCE APPEALS TRIBUNAL (FORMERLY WORKERS' COMPENSATION APPEALS TRIBUNAL)

7th Flr, 505 University Ave
Toronto M5G 2P2
General Inquiry (416)314-8800
TTY (416)212-7035
Toll Free 1-888-618-8846
Fax (416)326-5164
Fax (416)326-3558 (Publications & Library)
www.wsiat.on.ca
8:30 - 5:00 

The **Workplace Safety and Insurance Appeals** Tribunal (WSIAT) is the final level of appeal to which **workers** and **employers** may bring Workplace Safety & **Insurance Board** (WSIB) matters


regarding entitlement to benefits, health care, **vocational rehabilitation** and re-employment obligations. It also decides appeals from WSIB decisions on **assessments**, penalties, and transfers of costs, as well as disputes over employer access to workers' files. In addition, the Tribunal decides if a person has the right to sue in **court** instead of making a **compensation** claim. WSIAT is an independent tribunal, separate and apart from the WSIB. Decisions are made by vice-chairs or tripartite panels who are Order in Council appointees.

WORKPLACE SAFETY AND INSURANCE BOARD

Ground Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000
(416)344-4078 (Information Centre)
Toll Free 1-800-387-0750
TTY Toll Free 1-800-387-0050
Fax (416)344-4684 (All Claims Mail)
Toll Free Fax 1-888-313-7373 (All Claims Mail)
www.wsib.on.ca
8:30 - 4:30 


Ontario's **Workplace Safety and Insurance Board (WSIB)** plays a key role in the province's **occupational health and safety** system. In addition to its prevention mandate, the **WSIB** facilitates return to work and provides insurance for **injuries** and illnesses incurred by workplaces covered under the Workplace Safety and Insurance Act. The WSIB is entirely funded by employers.

OPERATIONS DIVISION

19th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000
Toll Free 1-800-387-0750
8:30 - 4:30 


Operations Division staff provide frontline services for Ontario **employers** registered with the **Workplace Safety and Insurance Board (WSIB)**, and workers who claim benefits resulting from a workplace injuries and illnesses. Services provided for employers include: firm **registration** and **classification**; premium **assessment**; billing and receivables; and assistance with prevention programs. Services provided for workers include the adjudication and administration of **compensation** benefits, as well as the monitoring of **medical** treatment.

INDUSTRY SECTORS

19th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000
Toll Free 1-800-387-0750
8:30 - 4:30 


The Industry Sectors unit of the WSIB provides services for workers and employers according to the sector in which the major part of the **business** operates. For example, a business that is involved in the smelting or refining of steel or other metals such as iron, zinc, lead, aluminum, or nickel, would be in the Primary Metals sector. Other sectors include: Automotive, **Chemicals/Plastics** and Process, Food, **Manufacturing**, Schedule 2, **Agriculture**, **Forest** Products and Pulp and Paper, Health Care, **Mining**, Municipal/ Education/**Electrical**, Services, and Transportation. The head office of the WSIB is in Toronto and is supplemented by district offices in Hamilton, London, Ottawa, Sudbury, Thunder Bay and Windsor. Area offices in Kingston, Kitchener, North Bay, Sault Ste Marie, St. Catharines and Timmins, round out the group of locations serving Ontario residents.

SMALL BUSINESS SERVICES

19th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000
Toll Free 1-800-387-0750
8:30 - 4:30 

Small **Business** Services are dedicated to assisting small business employers that employ less than 20 workers. Assistance is provided for several issues, including for **insurance** coverage and for **health and safety** services. The goal is to provide clear and valuable information in a timely manner.


REFERENCE LIBRARY

Simcoe Pl
17th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-4962
General Inquiry (416)344-4052 

ACTS


Ambulance Services Collective Bargaining Act, 2001
Back to School Act (Hamilton-Wentworth District School Board), 2000
Back to School Act (Simcoe Muskoka Catholic District School Board), 2002
Back to School Act (Toronto Catholic Elementary) and Education and Provincial Schools
Negotiations Amendment Act, 2003
Back to School Act (Toronto and Windsor), 2001
City of Toronto Labour Disputes Resolution Act, 2002
Crown Employees' Collective Bargaining Act, 1993
Employment Standards Act, 2000
Fairness for Parents and Employees Act (Teachers' Withdrawal of Services), 1997
Fairness is a Two-Way Street Act (Construction Labour Mobility), 1999
Fire Protection and Prevention Act, 1997 (Part 1X Firefighters: Employment and Labour Relations)
Hospital Labour Disputes Arbitration Act, 1990
Labour Relations Act, 1995
Ministry of Labour Act, 1990
Occupational Health & Safety Act, 1990
Pay Equity Act, 1990
Public Sector Dispute Resolution Act, 1997
Public Sector Labour Relations Transition Act, 1997
Rights of Labour Act, 1990
SARS Assistance and Recovery Strategy Act, 2003
Smoking in the Workplace Act, 1990
Workplace Safety and Insurance Act, 1997

MANAGEMENT BOARD OF CABINET

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-1234
www.gov.on.ca/mbs/english/mbs/index.html
8:30 - 5:00 

The Management Board of Cabinet (MBC) is the Committee of Cabinet responsible for the management of the public service and the operations of government. MBC provides central leadership on the management of the government's financial, human and physical resources, which support fiscal and policy priorities. In December 1971, the Management Board of Cabinet Act established the board and its secretariat and gave the board its authority. Officially representing the Government of Ontario as the employer of its public servants, the board consists of a Chair, a Vice-Chair and four to six other members of the Executive Council designated by the Lieutenant-Governor-in-Council. The Management Board Secretariat provides staff support to the board in matters related to the Management Board of Cabinet Act and Public Service Act.


MANAGEMENT BOARD SECRETARIAT

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-1234
Fax (416)325-3407
8:30 - 5:00 

Management Board Secretariat (MBS) provides policy advice and support to Management Board of Cabinet, manages government resources and develops the policies and standards for the internal operations of government. This includes: business and resource planning and monitoring; and information/information technology policy and planning. MBS provides administrative and business support services to the Ontario Public Service (OPS) and the public either directly or through contracts with private sector providers. Through the Crown agency, the Ontario Realty Corporation, MBS manages provincial real estate assets and accommodation services to support ministries and agencies. The Archives of Ontario acquires, preserves and makes publicly accessible, original records of enduring value relating to Ontario.


MANAGEMENT BOARD SECRETARIAT - DEPUTY MINISTER

PUBLIC APPOINTMENTS SECRETARIAT

Macdonald Block
2nd Flr Rm M2-70, 900 Bay St
Toronto M7A 1A1
General Inquiry (416)327-2640
Fax (416)327-2633
8:30 - 5:00 


The Public **Appointments** Secretariat is responsible for coordinating the appointments to agencies, boards and commissions in the Province of Ontario. It supports the Premier in administering the public appointments process of Ontario; provides advice and support to ministries in their role in the administration of the public appointments process; provides leadership in all areas of appointments to agencies, boards and commissions; and serves as the focal point in the appointments process.

COMMUNICATIONS SERVICES BRANCH

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2789
Fax (416)327-2817
8:15 - 5:00 


The Communications Services Branch provides communications support to the Minister, Deputy Minister, program areas of Management Board Secretariat and other OPS clients. Services include: communications planning; consulting and project management; writing; editing; print and web-based publishing (i.e. **topical, job mart**), GOJobs and MyOPS news Web site; issues management; media relations.

LEGAL SERVICES BRANCH

Frost Bldg S
2nd Flr Rm 228, 7 Queen's Park Cres E
Toronto M7A 1Z5
General Inquiry (416)325-9393
(416)325-7894 (Boardroom 1)
(416)325-4202 (Boardroom 2)
Fax (416)325-9404
8:30 - 5:00 


Legal Services Branch provides employment/labour law, corporate/commercial, privacy law and administrative law advice and services to MBS and individual ministries. The labour law section deals with proceedings before applicable labour tribunals and the Courts. The commercial/corporate information technology section provides legal support to MBS to assist it in fulfilling its mandate to provide common services and information technology services to the Government of Ontario and its agencies. The branch also provides legal advice and representation to MBS and individual ministries on privacy law matters. The branch also assists MBS in the drafting of legislation within its jurisdiction.

ARCHIVES OF ONTARIO

3rd Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)327-1600
(416)327-1593 (Vital Statistics Hotline)
(416)327-1582 (Reference Desk)
(416)327-1583 (Reference Desk)
(416)327-1552 (Reference, Photos, Maps, Architectural)
Toll Free 1-800-668-9933 (Province-Wide)
Fax (416)327-1999
www.archives.gov.on.ca
8:15 - 5:00 


The **Archives** of Ontario mandate is to acquire, preserve and make publicly accessible for legal, administrative and other **research** purposes, original **records** of enduring value relating to Ontario. This includes records of Ontario's successive governments as well as private manuscripts, published and printed material, maps, architectural drawings, **photographs**, audio, video, and motion picture **film** recordings. The Archives also manages the Government of Ontario **Art** Collection. The Archives provides policy direction and advisory services on recorded information management for the Government of Ontario. Under the Archives Act (1923, amended 1972), the Archivist of Ontario must approve the final disposition of provincial government records.

INTERNAL AUDIT DIVISION

Office of the Chief Internal Auditor
15th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)314-3452
Fax (416)327-9486
8:30 - 5:00 


The Internal Audit Division provides objective assurance and consulting services to all government ministries. It assists the government in meeting its business objectives by evaluating and making recommendations to improve the government's risk management, controllership, accountability and governance processes and to improve the effectiveness, efficiency and economy of government operations. The Internal Audit Division provides internal audit services to ministries and agencies through its client service clusters.

AUDIT CENTRE FOR EXCELLENCE

15th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)314-3452
Fax (416)327-9486
8:30 - 5:00 


The Audit Centre for Excellence provides leadership to the Internal Audit Division in audit standards, best practices, professional development, business planning, finance and common tools and technology for use across the division. It plays a key role in integrating the Division's operations.

CORPORATE AUDIT CLUSTER

15th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)314-2147
Fax (416)314-3467
8:30 - 5:00 


The Corporate Audit Cluster provides internal audit services to the Corporate Audit Committee and to certain central agencies. It addresses enterprise-wide risks, audits enterprise-wide processes and activities and provides assurance and consulting services related to corporate-level processes and organizations.

INTERNAL MINISTRY SERVICES DIVISION

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2863
Fax (416)327-2866
8:30 - 5:00 


The Internal Ministry Services Division supports effective decision making within the ministry and for select offices and agencies by providing innovative, proactive analysis, management policies and processes, strategic advice and integrated management information on the following functions: business planning, human resources, finance, accommodation and general administration.

AGENCY RELATIONS OFFICE

Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-4857
Fax (416)327-2518
8:30 - 5:00 


The Agency Relations Office provides advice and support to the Minister, the Deputy and senior executives in the accountability relationship between Management Board Secretariat (MBS) and its agencies, including the Ontario Realty Corporation (ORC).

ACCOMMODATION SERVICES

Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2860
Fax (416)327-2849
8:30 - 5:00 


Accommodation Services offers a range of accommodation services for Management Board Secretariat. This includes providing advice to ministry senior management and program staff regarding accommodation policies, standards and strategic direction; assisting ministry programs with incorporating accommodation planning for new initiatives and Results Based Planning; developing the Ministry Accommodation Plan; coordinating with the Ontario Realty Corporation for acquisition and disposal of office and special purpose space; providing ongoing management of the ministry lease portfolio and the corresponding Charging for Accommodation program; and managing projects for the relocation or improvement of offices occupied by the ministry. Accommodation Services also coordinates the provision of Queen's Park Security Access Cards and photo identification on behalf of the ministry.

BUSINESS PLANNING AND FINANCIAL MANAGEMENT BRANCH

Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-0600
Fax (416)327-3794
8:30 - 5:00 


The Business Planning and Financial Management Branch provides business planning, financial management and controllership support to Management Board Secretariat (MBS), Ontario Realty Corporation (ORC), the Lieutenant Governor's Office, and corporate projects. Its major activities include: business plan coordination; allocations and multi-year financial plans; controllership; financial reporting to support corporate decision-making; control and reconciliation; management of the Integrated Financial Information System (IFIS) for MBS.

HUMAN RESOURCES SERVICES BRANCH

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3812
Fax (416)327-4048
8:30 - 5:00 


Human Resources Services Branch is responsible for providing a wide range of human resources services to the ministry, its agencies and the Office of the Lieutenant Governor. Services are provided to managers and staff in the following areas: Staffing and Recruitment; Performance Management; Learning and Career Planning; Labour Relations; Health and Safety; HR Planning and Organization Effectiveness (Leadership Development, Succession Management, Organization Design and Change and Transition Management). HRSB is also responsible for Quality Planning. The MBS Quality Plan includes a range of initiatives targeted at improving the ministry's service quality through application of best practices.

QUALITY SERVICE OFFICE

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3812
Fax (416)327-4048
8:30 - 5:00 

The MBS Quality Service Office is responsible for implementing two major initiatives in response to the Cabinet approved Quality Service strategy for the OPS: Common Service Standards and Quality Planning. Service standards are related to telephone, correspondence, walk-in service and complaint resolution protocols. Related ministry practices are monitored to ensure that MBS is responsive to customer needs and queries. The MBS Quality Plan includes a range of initiatives targeted at improving the ministry's service quality through application of best practices.

TRANSMISSION CORRIDOR TRANSFER PROJECT (TCTP)

18th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)326-6706
Fax (416)212-1172
9:00 - 5:00 

Transmission Corridor Transfer Project (TCTP) provides advice and support to the Minister, the Deputy and senior executives on the transfer of and issues related to the transmission corridor lands, and the implementation of the Provincial Secondary Land Use Program. It serves as the liaison between Management Board Secretariat and Hydro One.

OFFICE OF THE CORPORATE CHIEF INFORMATION OFFICER (OCCIO)

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3442
Fax (416)327-3264
8:30 - 5:00

The Office of the Corporate Chief Information Officer (OCCIO), in cooperation with the I&IT clusters, provides leadership for I&IT in government including policy and implementation for common infrastructure, governance and accountability, identification of new technology solutions and innovations and delivery of cost-effective I&IT services, leadership development, corporate procurement and leading the transformation to electronic government (e-Government). OCCIO manages and delivers a wide range of OPS-wide common services such as, computer processing and network facilities supporting large government applications. The Corporate Chief Information Officer is supported by three Corporate Offices: Office of the Corporate Chief Strategist, Office of the Corporate Chief Service Delivery - iSERV Ontario, Office of the Corporate Chief Technology Officer and one branch: Procurement Policy & IT Procurement.

ISERV ONTARIO

8th Flr, 155 University Ave


Toronto M5H 3B7

General Inquiry (416)327-3333

(416)327-3900 (Service & Operations Centre)

(416)325-3400 (Audio Teleconference Operator, Toronto Booking)

Fax (416)327-3348

8:00 - 5:00 


iSERV ONTARIO provides the common infrastructure services, such as processing and communications, from its network of data centres, server farms and vendor partners to all ministries and cluster organizations in support of the government's I&IT agenda.

OFFICE OF THE CORPORATE CHIEF SERVICE DELIVERY DIVISION (ISERV ONTARIO)

8th Flr, 155 University Ave

Toronto M5H 3B7

General Inquiry (416)327-0977

Fax (416)327-3305 

The Office of the Corporate Chief Service Delivery Division (iSERV ONTARIO) provides, operates and supports the common IT infrastructure for the Government of Ontario. Its services include operation of data centres, computer processing and telecommunications, either directly or through vendor partners on behalf of all ministry and cluster organizations. The Office of the Corporate Chief Service Delivery Division (iSERV ONTARIO) supports corporate and ministry business objectives and the Information Technology plans that support the government's business priorities.


BUSINESS SERVICES

10th Flr, 155 University Ave

Toronto M5H 3B7

General Inquiry (416)327-3333

Fax (416)327-3256

8:00 - 5:00 

Business Services provides support to Service Delivery (iSERV) in resource planning, financial management and reporting, journaling recoveries, product and service costing, performance measurement, office administration, basic HR services including Full Time Employment (FTE) tracking and records management.


CUSTOMER SERVICES BRANCH

10th Flr, 155 University Ave

Toronto M5H 3B7

General Inquiry (416)327-3333

Fax (416)327-3256

8:00 - 5:00 


Customer Services Branch is the primary point of contact for IT clusters, with respect to overall iSERV services. Services provided include customer account management, business development and consultation regarding service solutions.

FACILITIES AND CONTINGENCY MANAGEMENT

Bldg A
1st Flr Rm 109, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)327-3333
Fax (416)325-8766
8:00 - 5:00


The Facilities and Contingency Management branch is responsible for developing and implementing the capital facilities program, leading the Service Delivery disaster recovery and contingency planning program, as well as leading the iSERV Response Planning Team (iRPT).

INFRASTRUCTURE DEVELOPMENT AND DEPLOYMENT BRANCH

18th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-2535
8:00 - 5:00 


The Infrastructure Development and Deployment Branch is responsible for providing the ongoing capacity to manage, maintain and evolve the existing IT infrastructure base into a secure and continually improving utility that optimizes the use of existing and new technologies. The branch builds and maintains common technology infrastructure in order to standardize internal operations, maximize IT investment, and improve connectivity and services to the public. It provides operational planning for the computer infrastructure platforms and designs cost effective solutions for the IT Clusters' business applications. Initiatives include: Standardized Desktop; IT Service desk; Server Optimization; Corporate Directories and Messaging; Infrastructure Planning and Design; and Infrastructure Program Management.

PROJECT MANAGEMENT OFFICE

8th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)325-3396
8:00 - 5:00 

The Project Management Office (PMO) provides project management services and promotes the best practices in the project management in support of IT Service Delivery projects. The PMO also manages iSERV project portfolio.


PROCESSING OPERATIONS

8th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3305
8:00 - 5:00 

Processing Operations is responsible for planning, operating and supporting key common components of the Common Information and Information Technology Infrastructure, which enable a variety of Cluster/Ministry specific and OPS-wide applications and e-Government services, in accordance with defined service levels. Processing Operations provides functional and technical expertise for: Hosting Services for mid-range servers (UNIX, NT, Windows 2000/03), middleware support services (WebSphere, WebLogic, Oracle, DB2, MQ Series, Domino, IIS etc); Technical and Operations Support for mainframe servers (OS390, z/OS), middleware support services (Tape Backup Systems, DASD, mainframe hardware, SNA front-ends etc); Computer Operations for


services like enterprise and host-to-post printing, card production, front line operational support (monitoring, surveillance and production, processing and control, Data Library maintenance etc).

TELECOMMUNICATION SERVICES

14th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-0353
8:00 - 5:00 


Telecom Services Branch is responsible for three major program areas: Government Mobile Communications Project, Network Office and Voice Telecommunication Services.

GOVERNMENT MOBILE COMMUNICATIONS OFFICE

14th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-0332
Fax (416)327-0353
8:00 - 5:00 


The Government Mobile Communications Office will pool government communications assets with private sector financing and expertise to meet future mobile communications needs of all government ministries and the broader public sector. Participants in the project include Community Safety and Correctional Services (OPP and Corrections), Ministry of Transportation (highway operations and enforcement), Ministry of Health and Long-Term Care (land ambulance) and Ministry of Natural Resources (fire management and conservation enforcement).

NETWORK OFFICE

11th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3281
8:00 - 5:00 


The Network Office is responsible for managing the Integrated Network Agreement with the Integrator (EDS Canada Inc), over its five-year term, as well as the ongoing standards or Service Level Agreements developed between the Integrator and the customers (OPS, approved BPS and confirmed former Schedule I&IV agencies). The Network Office, operating under iSERV Ontario, is also responsible for undertaking audit and security reviews, and approving required contingency/disaster recovery plans, financial and administrative reviews of the network services and adhering to I&IT directives.

VOICE TELECOM SERVICES AND PRODUCTS

9th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3274
8:00 - 5:00 


The Voice Telecom Services and Products group is responsible for the planning and management of several voice telecommunication lines of business including; local voice acquisitions including Centrex, PBX and electronic key systems, managing corporate vendor of record services with vendors for: Voice Processing (voicemail, audiotex, auto attendant), Interactive Voice Response (IVR), PBX Extended Warranty, Audio Conferencing, Inbound and Outbound long distance services, Regional Telecom System Management and Telecom Planning and Consulting.

OFFICE OF THE CORPORATE CHIEF STRATEGIST

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2124
Fax (416)314-7710
8:30 - 5:00 

The Office of the Corporate Chief Strategist (OCCS) champions the importance of I&IT as a key corporate enabler and driver of business opportunities. It leads the development of enterprise-wide I&IT strategy aligned with business directions, and leads and facilitates the development of enterprise plans as well as the development of government-wide I&IT policies and plans. The OCCS helps situate the Ontario government in the broader context of global changes toward e-government and e-business. It ensures the public's right of access to government-held information and protects the individual's right of privacy. The office includes responsibility for I&IT security policy and operations as well as the human resource and communications functions for I&IT. It also performs the controllership function of I&IT including providing advice to the Management Board of Cabinet on major I&IT decisions and supporting the corporate governance committees.

CORPORATE SECURITY

5th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3262
8:00 - 5:00 


The Corporate Security Branch is responsible for developing security policy and providing operations in the areas of Information Protection, PKI, Security Design, and RACF. The branch also coordinates business continuity planning and disaster recovery services for the provincial government.

E-GOVERNMENT BRANCH

Macdonald Block
2nd Flr Rm M2-77, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)327-2583
Fax (416)314-7710 (Staff on 2nd Flr, Macdonald Block)


The e-Government Branch provides leadership to government ministries, agencies, boards and commissions regarding the transformation to e-government and the implementation of the government's Enterprise Strategy for Portals. The branch also provides policy direction for the government's central Web site and is responsible for corporate I&IT portal and Web site standards.

GOVERNANCE AND ACCOUNTABILITY BRANCH

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2124
Fax (416)314-7710
8:30 - 5:00 


The I&IT Governance and Accountability Branch is responsible for the development and implementation of governance and accountability frameworks, including performance measurement, in order to support e-Government.

HUMAN RESOURCES AND STAKEHOLDER EDUCATION BRANCH

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-5513
Fax (416)326-1374
8:30 - 5:00 


The Human Resources and Stakeholder Education Branch's primary responsibility is to create an environment which ensures retention, attraction, development and the effective use of the OPS' I&IT human resources and to lead and support the transformation of the I&IT organization through Stakeholder Education and Awareness. The Human Resources and Stakeholder Education Branch's responsibilities and client groups span the Office of the Corporate Chief Information Officer and the seven clusters.

I&IT CONTROLLERSHIP BRANCH

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-0002
Fax (416)327-2190
8:30 - 5:00 


The I&IT Controllership Branch is responsible for providing advice to Management Board of Cabinet related to ministry requests for approval of I&IT projects, procurements and funding within the context of the government's business priorities. The branch also focuses on tracking the progress and results of specific I&IT- enabled business initiatives and providing advice to clusters/ministries on I&IT project governance best practices.

I&IT STRATEGY, POLICY AND PLANNING BRANCH

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2187
Fax (416)327-2190
8:30 - 5:00 


The I&IT Strategy, Policy and Planning Branch provides leadership for defining the I&IT/e-Government directions for the Ontario Public Sector (OPS) and for developing the strategies and policies that operationalize those directions. It provides direction and support to the OPS on access and privacy issues, and manages the province's Freedom of Information and Protection of Privacy legislation. The branch also provides direction and support to I&IT/e-Government planning activities and provides coordination and support to the related governance processes and committees.

OFFICE OF THE CORPORATE CHIEF TECHNOLOGY OFFICER

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-2700
Fax (416)327-3347
8:30 - 5:00 


The Office of the Corporate Chief Technology Officer (OCCTO) serves as the leadership function for the effective and planned use of all forms of technology (business processes, information, application, security, hardware and software) in the Ontario Public Sector (OPS).

CORPORATE ARCHITECTURE BRANCH

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-2700
Fax (416)327-3347
9:00 - 5:00 


The Corporate Architecture Branch (CAB) is the custodian of the Enterprise Information and Information Technology (I&IT) Architecture (EA) and technical I&IT standards for the Ontario government. The objective of CAB is to improve business and IT alignment by strengthening the architectural disciplines in the government.

PROCUREMENT POLICY AND IT PROCUREMENT BRANCH

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
(416)327-3555 (Supplier & Broader Public Sector Information - Voice Mail Only)
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:30 - 5:00 


The Procurement Policy and IT Procurement Branch is responsible for the development of the government's procurement policy framework, the preparation of requests for proposals and negotiating and managing government-wide contracts for information and information technology (hardware, services and software). The branch also provides strategic procurement advice, training and services to government ministries and agencies and supports supplier development and the ongoing implementation of Ontario's interprovincial trade agreements.

IT PROCUREMENT PLANNING SECTION

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3533
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:30 - 5:00 


The IT Procurement Planning Section undertakes research, analysis, and business case development to support the establishment of new corporate IT contracts based on evolving Ontario government requirements and IT market trends. The section establishes and manages enterprise-wide software contracts, vendor of record arrangements, and licensing agreements. It also develops and coordinates branch vendor knowledge products and provides advice and interpretation on corporate software acquisition policy and practice.

IT PROCUREMENT SERVICES SECTION

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-1042
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:30 - 5:00 


IT Procurement Services Section provides corporate IT procurement services by establishing enterprise-wide IT contracts, developing and managing corporate contracts for IT hardware and services, and providing advice to OPS clients and other stakeholders (i.e. Broader Public Sector, vendor community) on IT procurement processes and strategies.

POLICY AND STRATEGIC ADVICE SECTION

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3474
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:30 - 5:00 


The Policy and Strategic Advice Section manages and provides advice on Ontario's corporate procurement policies and practices, as well as trade agreements as they apply to both provincial procurement and procurement by the Broader Public Sector.

PROGRAM MANAGEMENT AND ESTIMATES DIVISION

Frost Bldg S
3rd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-9406
Fax (416)325-4993
8:30 - 5:00 


The Program Management and Estimates Division provides strategic advice to Management Board of Cabinet and ministries about the most appropriate use of government resources, including the level of ministry budgets, staffing, and legal spending authorities. Staff monitor these budgets and authorities through the year, and provide advice on any corrective actions necessary to match the government's priorities with its resources. Staff also promote public accountability through the public disclosure of Results-based Plans and Printed Estimates; develop management policies and directives; develop the governments Performance Measurement policies and monitors performance measures of all ministries; leads the government's Quality Service Strategy and administers the central governance framework for arms-length agencies. The Division is also responsible for the government's Green Workplace program.

BUSINESS PLANNING AND EXPENDITURE MANAGEMENT BRANCH

Frost Bldg S
3rd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2021
Fax (416)327-2136
8:30 - 5:00 


The Business Planning and Expenditure Management Branch, in concert with the Cabinet Office, the Ministry of Finance and others, develops the multi-year Results-based Plans process for the Government of Ontario. It is also responsible for the coordination and production of the annual Printed Estimates, for in-year monitoring of all operating expenditures, staff strength and severance costing, and for providing operational and logistical support to Management Board of Cabinet.

CORPORATE POLICY BRANCH

Frost Bldg S
2nd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2053
Fax (416)325-0438
8:30 - 5:00 


The Corporate Policy Branch develops corporate policies and provides strategic advice to Management Board of Cabinet (MBC) and ministries on the effective and accountable management of government resources and on matters of public administration and ethics. The branch develops, coordinates and manages MBC directives and guidelines; leads the OPS quality service strategy; develops performance measurement policy and monitors performance measures of all ministries; leads government efforts to reduce energy consumption and greenhouse gas emissions from government facilities; and administers the central governance framework for arms-length agencies.

HEALTH, SOCIAL AND EDUCATION BRANCH

Frost Bldg S
3rd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0168
Fax (416)327-2186
8:30 - 5:00 


The Health, Social and Education Branch provides strategic advice to Management Board of Cabinet on financial, policy, staffing and other resource issues arising from client ministries. The Branch is also responsible for working with ministries in the development of ministry Results-based Plans and advising on changes to those plans through the fiscal year.

RESOURCES, ECONOMIC DEVELOPMENT AND JUSTICE BRANCH

Frost Bldg S
3rd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2061
Fax (416)325-1220
8:30 - 5:00 


The Resources, Economic Development and Justice Branch provides strategic advice to Management Board of Cabinet on financial, policy, staffing and other resource issues arising from client ministries. The Branch is also responsible for working with ministries in the development of ministry Results-based Plans and advising on changes to those plans through the fiscal year.

SHARED SERVICES BUREAU

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB Contact Centre)
(416)325-0889 (Reception)
Fax (416)314-3960
8:30 - 5:00 


The Shared Services Bureau (SSB) provides employee and business support services to ministries and agencies across the OPS, replacing many individual internal administration services that had been provided within each ministry. Services include financial processing and collections, strategic procurement, payroll management and processing, benefits administration, learning solutions group and general administration services, e.g. mail services, insurance and risk, information management etc.

BUSINESS EXCELLENCE - EXECUTIVE DIRECTOR'S OFFICE

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB Contact Centre)
(416)325-0889 (Reception)
Fax (416)212-3715 


The Executive Director's Office provides leadership and support for the Bureau's business strategy, project management and coordination, investment analysis, product development, IT Planning and Integration, benchmarking and performance measures, controllership and risk management, pricing, accounting, monitoring and reporting.

BUSINESS SOLUTIONS BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB Contact Centre)
(416)325-0889 (Reception)
Fax (416)327-4246 (Director's Office)
Fax (416)314-3960 (Main)
8:30 - 5:00 

The Business Solutions Branch/Project Management Office provides the back room business infrastructure, resources and expertise within the Shared Services Bureau for project management, process improvement, performance measures and reporting tools, business re-engineering, benchmarking, change management and organizational design, and related business process training for the OPS administrative support functions. The branch also provides bureau-wide coordination of IFIS implementation.

BUSINESS RE-ENGINEERING UNIT

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB Contact Centre)
(416)325-0889 (Reception)
Fax (416)326-4312
8:30 - 5:00 

The Business Re-engineering Unit provides an internal consulting service for expertise and leadership on business process re-engineering and continuous improvement initiatives in the Shared Services Bureau (SSB). Our expertise includes project management, business re-engineering and performance measurement. The team members work with the functional directors and staff of SSB


to identify and promote opportunities to improve the operations of the Bureau through business re-engineering and continuous improvement initiatives, so our clients internally and across the OPS can get better service. The Unit also collects, analyzes, publishes and distributes the SSB Quarterly and Annual Business Reports.

HUMAN FACTORS AND PERFORMANCE UNIT

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB Contact Centre)
(416)325-0889 (Reception)
Fax (416)325-1165

The Human Factors and Performance Unit provides change management support for re-engineering initiatives, organizational design and related business process training to promote SSB's vision, organizational effectiveness and business processes standards. The change management role helps to shape SSB's employees' culture and values that support business excellence, staff career development, business strategies and performance to make positive and progressive changes in our organization. This Unit also champions events such as the SSB All Staff Forums and SSB Service Excellence Awards.

FINANCE AND CONTROLLERSHIP BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB Contact Centre)
(416)325-0889 (Reception)
Fax (416)314-3960
Fax (416)327-4246 (Director's Office)
8:30 - 5:00 

The Finance and Controllership Branch provides internal consulting and operating support for the Shared Services Bureau. Responsibilities include business planning, investment and pricing strategy, business performance management and analysis, controllership, accommodation planning and coordination, liaison with the Management Board Secretariat support areas (audit, legal, human resources, etc.) and support to the Office of the Executive Director, Business Excellence. The branch also manages the OPS corporate Employee and Pensioner Benefits portfolio.

ACCOUNTING AND FINANCIAL CONTROL

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB Contact Centre)
(416)325-0889 (Reception)
Fax (416)314-3960
Fax (416)327-4246 (Director's Office)


The Accounting and Financial control unit manages, coordinates and provides advice on the business performance of SSB by measuring and reporting on business effectiveness, efficiency and financial performance and control. The unit is also responsible for SSB's billings and recovery.

BUSINESS AND FINANCIAL PLANNING

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB Contact Centre)
(416)325-0889 (Reception)
Fax (416)327-4246 (Director's Office)
Fax (416)314-3960


The Business and Financial Planning unit manages the development and implementation of annual and multi-year business and investment strategies, MB20's and coordinates the BPA process on behalf of SSB. The unit also leads costing and pricing for SSB products and services.

CUSTOMER RELATIONS BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB Contact Centre)
(416)325-0889 (Reception)
Fax (416)314-8910 (Contact Centre)
Fax (416)314-3960 (Main)
8:30 - 5:00 


The Customer Relations Branch is responsible for developing the Bureau's e-Service Delivery Strategy. Customer Relations Branch delivers services through the Employee Enterprise portal "MyOPS" and our Contact Centre. The Customer Relations Branch is responsible to develop ministry client and customer relations and to maintain our service channels.

FINANCIAL SERVICES DELIVERY BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB Contact Centre)
(416)325-0889 (Reception)
Fax (416)314-4572
8:30 - 5:00 


The Financial Services Delivery Branch (FSDB) delivers financial services to the ministries and agencies of the Government of Ontario. FSDB provides financial services for Expenditures Processing, Revenue Processing and Collections, Corporate Card Services, General Accounting Services, Reconciliation Services, Operational Support and Application maintenance of some ministry corporate systems. In addition, this branch plans, develops, delivers and streamlines processes, provides implementation and ongoing support for the IFIS ministry rollouts and participates in the development and operationalization of financial policies.

BUSINESS APPLICATION SUPPORT AND EXPENDITURE MANAGEMENT

10th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7972
Fax (416)327-2861
8:30 - 5:00 


The Business Application Support and Expenditure Management unit provides financial application support for Walker ministries and expenditure management for the Ministry of Health and Long-Term Care, Ministry of Community and Social Services and Ministry of Children and Youth Services. Services provided include: processing of expenditures, transfer payments, non-tax revenues, accounting adjustments, reconciliation, internal financial control, financial reporting and application support and maintenance of corporate financial systems.

CONTROLLERSHIP

5th Flr, 790 Bay St
Toronto M5G 1N8
General Inquiry (416)326-4400
Fax (416)326-8327
8:30 - 5:00 


The Controllership unit is responsible for internal control, audit liaison with ministries Controllership Offices, Certificates of Performance, risk management and quality assurance, best practices and benchmarking, performance measurement and accounting standards.

EXPENDITURE MANAGEMENT (180 DUNCAN MILL)

3rd Flr, 180 Duncan Mill Rd
Toronto M3B 1Z6
General Inquiry (416)212-4806
Fax (416)212-2996
8:30 - 5:00 


The Expenditure Management Unit provides accounting services including: vendor payments, transfer payments, travel expense claim reimbursements, accounting adjustments and record retention of financial source documents. This unit provides financial services to the following ministries: Finance, Natural Resources, Citizenship and Immigration, Energy, Community Safety and Correctional Services, Agriculture and Food, Environment, Tourism and Recreation, Northern Development and Mines, Labour, Transportation, Culture/Francophone Affairs, and the Offices of the Premier, Cabinet and the Ontario Financing Authority.

EXPENDITURE MANAGEMENT (790 BAY)

5th Flr, 790 Bay St
Toronto M5G 1N8
General Inquiry (416)326-4400
Fax (416)327-3535
8:00 - 5:00 


The Expenditure Management Unit provides accounting services including: vendor payments, transfer payments, travel expense claim reimbursements, accounting adjustments and record retention of financial source documents. This unit provides financial services to the following ministries: Consumer and Business Services, Management Board Secretariat, Economic Development and Trade, Intergovernmental Affairs, Municipal Affairs and Housing, Attorney General, Training, Colleges and Universities, and Education.

FINANCIAL CONTROL UNIT

George Drew Bldg
15th Flr Rm 1531, 25 Grosvenor St
Toronto M7A 1R2
General Inquiry (416)314-3401
Fax (416)314-3411
8:30 - 5:00 


The Financial Control Unit provides reconciliation services, payment processing services, supplier and customer maintenance and corporate credit card services. These services are provided to all ministries using the Integrated Financial Information System (IFIS).

IFIS PROJECT

5th Flr, 790 Bay St
Toronto M5G 1N8
General Inquiry (416)326-4400
Fax (416)326-8327
8:30 - 5:00 


The IFIS Project Team is responsible for the transition of accounting services for ministries migrating to IFIS, and development and documentation of business processes and procedures. The IFIS Project Team provides Tier 2 support, acts as liaison between ministries, the Ontario Provincial Controller, IFIS Project Organization and FSDB operations and ensures adequate financial and accounting controls are in place.

REVENUE MANAGEMENT

6th Flr Suite 620, 790 Bay St
Toronto M5G 1N8
General Inquiry (416)212-4569
Fax (416)314-0366
8:00 - 5:00 


Revenue Management is responsible for the operations of revenue, accounts receivable and collections including the recording of non-tax revenue and cash receipts, depositing of all monies received, producing invoices, statements and dunning letters.

COLLECTION MANAGEMENT UNIT

6th Flr Suite 610, 790 Bay St
Toronto M5G 1N8
General Inquiry (416)326-0500
Toll Free 1-800-387-5604 (Within Area Codes 905, 705, 613, 519, 807 & 416)
Fax (416)326-0526
Fax (416)326-0513
8:30 - 5:00 


Within the Revenue Management Unit, the Collection Management Unit manages the collection of overdue non-tax **debts** owing to the government and provides service management of private **collection agencies**.

GENERAL ADMINISTRATIVE SERVICES DELIVERY BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)314-3435
(416)326-9300 (SSB Contact Centre)
Fax (416)327-4246
8:30 - 5:00 


The General Administrative Services Delivery Branch provides Ontario government ministries with operational support services, including: risk management and insurance services; official documents; information management consulting; information storage and retrieval services; surplus assets management; distribution; mail services; print services; translation and terminology services and forms management services.

GOVERNMENT MAIL, PRINT, DISTRIBUTION AND ASSETS

Macdonald Block
Rm M2B-18, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-6245
8:30 - 5:00 


Government Mail, Print, Distribution and Assets provides full mail, print and lettershop services to client ministries in the Queen's Park vicinity, Downsview office complex, 777 Bay Street, St. Catharines and the Stone Road complex in Guelph. The lettershop, located in the Macdonald Block, provides mail list management services and mass mail services including addressing, labelling, folding and inserting. The print operations provide print, bindery and design services at five locations, as well as optional photocopier fleet management.

SURPLUS ASSETS AND DISTRIBUTION

20 Vanley Cres
Toronto M3J 2B8
General Inquiry (416)325-3223
Fax (416)325-6997
8:15 - 4:30 


Surplus Assets and Distribution is a mandatory common service responsible for providing an efficient and effective mechanism for the redeployment or disposal of the government's surplus moveable assets, and management of the External Asset Program to developing countries. The Distribution Centre provides distribution services of MTO Licensing and Control, stock and forms.

FORMS MANAGEMENT SERVICES

9th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)314-2460
Fax (416)325-9652
8:30 - 5:00 

Forms Management Services provides analysis, design and testing of internal and public-use electronic and paper forms, develops workflow-enabled electronic forms, standardizes OPS common internal administrative forms, and eliminates unnecessary or redundant forms. It maintains a standard-based on-line central forms repository to serve as the official source for all OPS forms and assist program areas in the transition to electronic data collection. The unit is also responsible for developing OPS standards and guidelines for the management of forms.


GOVERNMENT TRANSLATION SERVICE

9th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)327-2711
(416)327-2723 (Terminology Hotline)
Fax (416)327-2753
Fax (416)327-5541 (Terminology)
www.onterm.gov.on.ca
8:30 - 5:00 

The Government **Translation** Service (GTS) provides translation and terminology services for the Ontario Government and specified agencies. This includes: managing the standing agreements, setting corporate quality standards for translation services in English and **French**, managing large or complex translation projects and maintaining TTS, a corporate Web-based tool for requesting and tracking translations. GTS provides official Ontario government names as well as French


equivalents for signage, letterhead, business cards etc. It also standardizes terminology specific to government through ONTERM, the government terminology Web site. The site includes usage standards for French language communications in the OPS and bilingual reference lists (e.g. Executive Council or government acronyms) which contain frequently requested information pertaining to the Ontario government.

INFORMATION MANAGEMENT SOLUTIONS

2nd Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-3690
(416)326-9300 (SSB Contact Centre)
Fax (416)326-8167
8:30 - 5:00 


Information Management Solutions is the Ontario government's service provider for a wide range of records and information management products and services. Current services offerings includes: training and advice regarding best practices in records and information management; training and support for electronic records and document management systems; creation of taxonomies, file planning and directory structures; and the development of records retention schedules. Other services include advice and guidance to program areas on implementation of file plans and record retention schedules and record storage services including off-site storage and record retrieval.

OFFICIAL DOCUMENTS SERVICES

9th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)325-8416
Fax (416)325-8434
8:30 - 5:00 


The Official **Documents** Services section will verify the authenticity of **affidavits** and **records** notarized by Ontario government officials/notary publics when, for example, proof of residency is required by foreign officials. It also provides government ministries with a number of other services, such as preparing **certificates** bearing the Great Seal of Ontario and the Privy Seal of the Lieutenant-Governor, for government appointments.

RISK MANAGEMENT AND INSURANCE SERVICES

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)314-3445
Fax (416)314-3444
8:30 - 5:00 


The Risk Management and **Insurance** Services section manages the government's insurance needs including acquisition, claims management and advisory services.

HUMAN RESOURCES SERVICES DELIVERY BRANCH

c/o Macdonald Block Mail Facility
77 Wellesley St W
PO Box 500
Toronto M7A 1N3
General Inquiry (416)212-2400 (Main Reception)
Fax (416)212-2915
8:30 - 5:00 


The Human Resources Service Delivery Branch is responsible for the administration of OPS-wide services such as Pay and Benefits, Learning Solutions, the Employment Transition Fund, Youth Employment Programs, Planning and Consulting.

CORPORATE HUMAN RESOURCES PROGRAM AND SERVICES

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)325-1416 (Delivery/Pickup)
Fax (416)325-1725
8:30 - 4:45 


Corporate HR Programs and Services offers a variety of programs and services to support ministries with the Renewal and Revitalization components of the Human Resources Strategy for the Ontario Public Service (OPS). Programs and services include: training courses and special learning initiatives; facilitating components of the OPS Employment Transition Program; Corporate Incentive Funds and Summer Employment Programs.

EMPLOYMENT PROGRAM AND SERVICES

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)325-1435 (Delivery/Pickup)
Fax (416)325-1725 (Manager)
Fax (416)325-1440
8:30 - 5:00 


Employment Programs and Services offers a number of services to assist in the delivery of specialized programs, i.e. Corporate Incentive Funds are used to assist ministries in meeting their obligations for employment transition and employment accommodation; the Employment Transition Program assists the Ontario Public Service (OPS) in meeting employment transition obligations; and, Summer Employment Programs, through Summer Experience Program (SEP) and the Ontario-Quebec Summer Student Job Exchange Program (OQEP) give **youth** the opportunity to work in the OPS.

LEARNING SOLUTION GROUP

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)325-1435
Fax (416)325-1766
Fax (416)325-1725 (Manager)
8:30 - 4:45 


Learning Solutions Group offers a comprehensive range of training courses in professional effectiveness, business management, leadership, policy and government, health and safety, desktop IT and much more in its three major business lines: Scheduled Courses, Dedicated Training and Special Initiatives.

PAYROLL AND BENEFITS

c/o Macdonald Block Mail Facility
77 Wellesley St W
PO Box 500
Toronto M7A 1N3
General Inquiry (416)212-2400 (Main Reception)
8:30 - 5:00 

Payroll and Benefits provide integrated payroll management, benefits administration and service delivery to the OPS.

PLANNING AND CONSULTING

c/o Macdonald Block Mail Facility
77 Wellesley St W
PO Box 500
Toronto M7A 1N3
General Inquiry (416)212-2400 (Main Reception)
Fax (416)212-2916
Fax (416)212-2917
8:30 - 5:00 


Planning and Consulting provides internal business support to the HR and Payroll systems including identification and documentation of system change requirements, development of business processes, procedures, and supporting tools, systems testing, monitoring data quality and communication to internal clients.

STRATEGIC PROCUREMENT BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB Contact Centre)
(416)325-0889 (Reception)
(416)325-2206 (Director's Office)
Fax (416)326-4992
8:30 - 5:00 


The Strategic Procurement Branch provides clients with timely value-added procurement and contract management services for non-IT related goods and services to support the achievement of their business objectives. Services include: advisory services to support ministry procurement, processing procurement transactions (i-procurement), corporate oversight, enterprise strategies and contract management, strategic sourcing, and the management of several corporate programs.

ENTERPRISE STRATEGIES AND CONTRACT MANAGEMENT

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB Contact Centre)
Fax (416)326-4992
8:30 - 5:00 


Enterprise Strategies and Contract Management is responsible for enterprise-wide services and contract management, including: e-procurement - Electronic Ordering, Enterprise-wide Corporate Programs and Contracts, Strategic Sourcing, Procurement Analysis, Contract Management, and Broader Public Sector (BPS) Relations. Enterprise Strategies and Contract Management is also responsible for Quality Assurance that ensures that the integrity and rigor are maintained in the delivery of procurement services. This is achieved through: Business Process Analysis, Best Practices, Performance Measures, Training, Risk Management, Communications, and Management of Service Level Agreements (SLA's).

I-PROCUREMENT SERVICES

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB Contact Centre)
Fax (416)212-6909
8:30 - 5:00 


I-Procurement is responsible for providing support to ministries for requisition to purchase order generation, small dollar value sourcing and encumbrance management. It includes both the IFIS Implementation Project Team and the operation unit.

IFIS PROJECT

5th Flr, 790 Bay St
Toronto M5G 1N8
(416)326-9300 (SSB Contact Centre)
8:30 - 5:00 


IFIS Project is responsible for Implementation and rollout of IFIS procurement.

PROCUREMENT ADVISORY SERVICES

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB Contact Centre)
Fax (416)326-1500
8:30 - 5:00 

The Advisory Services Unit provides value-added procurement services to our OPS customers. These consultative services will be provided by: managing the planning to award procurement process in partnership with our customers; providing advice, guidance and support to our customers to enable them to meet their business needs; ensuring the integrity of the procurement process; and providing tender administration to facilitate the posting, receiving, and opening of bid submissions.


STRATEGIC POLICY DIVISION

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)212-6652
Fax (416)212-1076
8:30 - 5:00 

The Strategic Policy Division supports coordination and integration of corporate policy development at Management Board Secretariat. The division is responsible for the corporate OPS Emergency Management and Security Program.

AGENCIES, BOARDS AND COMMISSIONS


CIVIL SERVICE COMMISSION

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-1630
8:30 - 5:00 

The Civil Service Commission functions under the **Public Service Act** and is responsible for monitoring the government's performance as an employer, especially with regard to preserving the


merit principle and promoting corporate values. The responsibilities of the commission are to set regulations relating to a wide range of human resource management issues affecting salaries, **classifications**, recruitment, **benefits** and hours of work, subject to the approval of the Lieutenant-Governor-in-Council. Also, the commission is responsible for considering a wide variety of staffing/recruitment actions and approve non-delegated **appointments**.

ADVERTISING REVIEW BOARD

Macdonald Block
2nd Flr Rm M2-56, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)327-2183
Fax (416)327-2179
8:00 - 4:00 


The **Advertising** Review Board monitors advertising policy, oversees the advertising agency selection process and ensures government policy standards are met.

ONTARIO PENSION BOARD

Suite 1100, 1 Adelaide St E
Toronto M5C 2X6
General Inquiry (416)364-8558
Toll Free 1-800-668-6203 (Within Canada & USA)
Fax (416)364-7578
www.opb.on.ca
8:00 - 5:00 


The Ontario **Pension** Board (OPB) administers the Public Service Pension Plan (the “Plan”) in accordance with the Public Service Pension Act, the Pension Benefits Act, the Income Tax Act (Canada) and other relevant legislation. The management and most of the non-Ontario Public Service Employees’ Union (OPSEU) represented employees of the Ontario Public Service and its agencies, including members of the Ontario Provincial Police, are the members of the Plan. The OPB also administers, on behalf of the employers, certain insured benefit plans for its pensioners. The OPB also manages the Public Service Pension Fund and related investment processes. Ontario Public Service employees who are members of OPSEU are covered by the OPSEU Pension Trust. The OPB also administers, on behalf of Management Board of Cabinet, certain aspects of the Ontario Provincial Judges Pension Plan.

ONTARIO REALTY CORPORATION

Ferguson Block
11th Flr, 77 Wellesley St W
Toronto M7A 2G3
General Inquiry (416)327-3937
Toll Free 1-877-863-9672
Fax (416)327-1906
www.orc.on.ca
8:30 - 5:00 


The Ontario Realty Corporation (ORC) was established in 1993 as a crown corporation. The **ORC** provides a broad range of **real estate** services including construction project management, facilities management, portfolio management and asset rationalization on behalf of Management Board Secretariat. The ORC has a clear line of accountability: the President and Chief Executive Officer is responsible to the Board of Directors which, in turn, is accountable to the Chair of Management Board of Cabinet.

OPSEU PENSION TRUST

Suite 1200, 1 Adelaide St E
 Toronto M5C 3A7
 General Inquiry (416)681-6161
 (416)681-6100 (Member and Pensioner Services)
 Toll Free 1-800-637-0024 (Canada-Wide)
 Fax (416)681-6175
 www.optrust.com
 8:00 - 5:00 

The **OPSEU Pension** Trust (OPTrust) administers the Pension Plan and manages the Fund and related investment processes for OPSEU members who are employed by the Ontario government and certain agencies, boards and commissions that are participating employers in the plan. In addition, members of the Ontario Liquor Board Employees' Union (OLBEU) are members of the Plan, as are employees of the OPSEU Pension Trust. Members who retire with a pension from OPTrust may qualify for post-retirement benefits coverage provided by their employers and administered by Great-West Life.

PROVINCIAL JUDGES PENSION BOARD


Ferguson Block
 13th Flr, 77 Wellesley St W
 Toronto M7A 1N3
 General Inquiry (416)327-8395
 Fax (416)327-8402 

Provincial Judges **Pension** Board authorizes payments of benefits to provincial judges and administers the Provincial Judges Benefits Plan.

ACTS

Archives Act, R.S.O. 1990, c. A.27
 Avian Emblem Act, 1994, S.O. 1994, c.15
 Cabinet Ministers' and Opposition Leaders' Expenses Review and Accountability Act, 2002, S.O. 2002, c. 34, Sched. A
 Capital Investment Plan Act, 1993, S.O. 1993, c. 23 (in respect of the Ontario Realty Corporation)
 Flag Act, R.S.O. 1990, c. F.20
 Floral Emblem Act, R.S.O. 1990, c. F.21
 Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. F.31
 Lobbyists Registration Act, 1998, S.O. 1998, c. 27, Sched.
 Management Board of Cabinet Act, R.S.O. 1990, c. M.1
 Ministry of Government Services Act, R.S.O. 1990, c. M.25
 Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56
 Ontario Public Service Employees' Union Pension Act, 1994, S.O. 1994, c. 17, s. 143, Sched.
 Public Service Act, R.S.O. 1990, c. P.47
 Public Service Pension Act, R.S.O. 1990, c. P.48
 Treasury Board Act, 1991, S.O. 1991, c. 14


MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING

17th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7041
TTY (416)585-6991
TTY Toll Free 1-866-220-2290
www.mah.gov.on.ca
8:30 - 5:00 

The Ministry of Municipal Affairs and Housing's goal is an Ontario made up of strong urban and rural communities with dynamic local economies and a quality of life that is second to none. The ministry promotes accountable local governments that are able to plan, manage and invest for the future. The ministry works to strengthen Ontario communities by promoting a housing market that serves the full range of housing needs, protects tenants, and encourages private sector building. The ministry also provides opportunities for supportive programs for low-income tenants and housing for special-needs tenants, and supports the creation of affordable housing.


DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

17th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7041 (Customer Assistance)
TTY (416)585-6991
TTY Toll Free 1-866-220-2290
Fax (416)585-7247
8:30 - 5:00 


Communications Branch provides advice, consultation and communication services to the Ministry of Municipal Affairs and Housing and its agencies. It coordinates and monitors the delivery of French language services for the ministry.

BUSINESS MANAGEMENT DIVISION

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7209
Fax (416)585-6191
8:30 - 5:00 

For inquiries related to the following services, please refer to the Shared Services Bureau under Management Board Secretariat: financial processes such as accounts payable, accounts receivable and financial system maintenance; mail, print and records management services; payroll and benefits; purchasing and strategic procurement services.

FREEDOM OF INFORMATION AND PRIVACY UNIT


3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7663
Fax (416)585-7122
8:30 - 5:00 

Freedom of Information and Privacy Unit provides strategic coordination and advice for the implementation of the Freedom of Information and Privacy Act in the ministry.

Services offered to the Public:


Freedom of Information and Protection of Privacy

LEGAL SERVICES BRANCH

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6703
Fax (416)585-4003
8:30 - 5:00 

The Legal Services Branch provides a full range of legal services to the ministry including providing strategic legal advice on programs and activities to the Minister, Deputy Minister and senior staff. It assumes responsibility for managing all litigation, including court and tribunal proceedings and prosecutions in which the ministry has an interest; drafts agreements; provides opinions on statutes and regulations; drafts legislation; prepares orders in council; drafts other legal documents necessary for the effective and prudent delivery of ministry initiatives. Branch staff are seconded to the Ministry of Municipal Affairs and Housing by the Ministry of the Attorney General.

ORGANIZATIONAL EFFECTIVENESS BRANCH

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6820
Fax (416)585-7259
8:30 - 5:00 


The Organizational Effectiveness Branch provides expertise and consultation in assessing, diagnosing and aligning the organizational structure and processes, with the ministry's business goals. It leads the design, development and implementation of human resources and labour management initiatives, which support the strategic and tactical needs of the organization; provides expertise and strategic support on change management and organizational renewal; champions a learning culture within the ministry by promoting the application of innovative and effective approaches to learning to meet current and future competencies; and develop strategies to maintain and build on a positive labour management relationship within the ministry.

HOUSING DIVISION

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6277
Fax (416)585-6800


The Housing Division is responsible for strategic planning, policy and program development and implementation, support to Consolidated Municipal Service Managers, and financial administration for social and affordable housing. The division also is responsible for the policy and regulatory frameworks for landlord/tenant relations.

MARKET HOUSING BRANCH

14th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7544
Fax (416)585-7607
8:30 - 5:00 


The Market Housing Branch provides the policy and regulatory framework which promotes a healthy and efficient housing market in Ontario by assisting developers of affordable housing, supporting consumer protection legislation, and preparing research and analysis of the housing market.

SOCIAL HOUSING BRANCH

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7533
Fax (416)585-7003
8:30 - 5:00 


The Social **Housing** Branch sets the framework for municipal administration of social housing throughout the province, including non-profit, cooperative and former public housing. The branch manages the province's contingent liability for social housing and continues to perform ongoing provincial responsibilities as prescribed in the Social Housing Reform Act, 2000. For information on subsidized housing, contact your municipality.

LOCAL GOVERNMENT DIVISION

13th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6320
Fax (416)585-6463
8:30 - 5:00 


Local Government Division is responsible for the development of policies, legislation and regulations related to municipal government structure, finance and accountability, service delivery, as well as the development of strategies for consultation with municipalities, municipal organizations and client groups.

MUNICIPAL FINANCE BRANCH

13th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6310
Fax (416)585-6315
8:30 - 5:00 


The Municipal Finance Branch is responsible for the development of the policy and legislation with respect to municipalities as it relates to their fiscal framework that promotes an accountable, competitive, fiscally viable and sustainable municipal sector that can meet the service needs of residents and the business sector. The branch develops options and proposals to support the provincial-municipal financial relationship. Municipal borrowing and investment, alternative financing and revenue sources, and Ontario Municipal Employees Retirement System (OMERS) pension governance and policy are among the issues being examined.

MUNICIPAL GOVERNANCE AND STRUCTURES BRANCH

13th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7297
Fax (416)585-7638 


Municipal Governance and Structures Branch (MGSB) is responsible for the development of policy and legislation to promote a strong, accountable and competitive municipal sector. Much of the Branch's current work is focused on the legislative framework for municipal powers and responsibilities in the recently enacted Municipal Act, 2001. MGSB also provides advice and considers changes to the Municipal Elections Act. MGSB addresses emerging issues in regard to the appropriate structural forms for local governments and for the provision of municipal services, as well as providing assistance to the municipalities considering a variety of structural options.

MUNICIPAL PERFORMANCE AND ACCOUNTABILITY BRANCH

13th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6022
Fax (416)585-6161 


The **Municipal** Performance and Accountability Branch (MPAB) develops and implements initiatives and policies which improve the capacity of local governments to deliver better services to taxpayers in a more accountable manner. MPAB is responsible for the Municipal Performance Measurement Program (MPMP) and the municipal Financial Information Return (FIR), initiatives aimed at improving municipal service delivery, municipal procurement policies, labour policies and other municipal accountability measures.

URBAN AFFAIRS AND STAKEHOLDER RELATIONS BRANCH

13th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-4260
Fax (416)585-7695 


The mandate of the Urban Affairs and Stakeholder Relations Branch (UASRB) is to improve relationships with Ontario's largest municipalities-Toronto, Ottawa - and with major municipal associations - as a government priority within the Local Government Core Business. UASRB promotes efficient, effective and financially healthy urban municipal governments.

MUNICIPAL SERVICES DIVISION

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6429
Fax (416)585-6445
9:00 - 5:00 

As the ministry's primary liaison with municipal sector clients, the Municipal Services Division fosters productive and cooperative provincial-municipal relations through direct client contact and delivers statutory, program, education and advisory services to promote strong communities and local governments.

MUNICIPAL PROGRAMS AND EDUCATION BRANCH


3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
Fax (416)585-7292
8:30 - 5:00 

Municipal Programs and Education Branch delivers programs and education/training to enhance the capacity of **municipalities** to deliver services in a strong, effective and responsible manner in partnership with the Municipal Services Offices.

Services offered to the Public:


Ontario Disaster Relief Assistance Program
Shoreline Property Assistance Program

HYDRO CORRIDOR UNIT

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
8:30 - 5:00 


The Hydro Corridor Unit leads on ministerial planning exercise to identify provincial and inter-regional linear public use interests along corridor lands owned by the Province.

LOCAL GOVERNMENT UNIT

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
8:30 - 5:00 

The Local Government Unit provides education, training and program services to support strong municipal governance and develop relationship networks with ministries and the municipal sector on the same.

OMB UNIT

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
8:30 - 5:00 


The OMB Unit coordinates Ontario Municipal Board appeals and hearings with partner ministries, regional MMAH Offices and Legal Branch.

PLANNING UNIT

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
8:30 - 5:00


The Planning Unit provides education, training and program services to support strong land use planning and develop relationship networks with ministries and the municipal sector on the same.

MUNICIPAL PROGRAMS

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
Fax (416)585-7292
8:30 - 5:00 


The Municipal Programs unit administers the overall operation of transfer programs for the Municipal Services. This includes identifying and resolving issues raised in operation and offering experience - based value to the design and operation of new programs in Ministry of Municipal Affairs and Housing or another ministry. The unit also coordinates, integrates and anticipates information/actions affecting core business for Municipal Services Offices; coordinates the ministry's emergency planning activities and administers disaster relief program.

DISASTER RELIEF

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
8:30 - 5:00 

The Disaster Relief unit coordinates recovery and relief programs for the government in the event of a disaster of significant emergency. The unit also undertakes policy reviews to ensure continuous improvement to assistance programs.

TRANSFER PAYMENTS UNIT

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
Fax (416)585-7230
8:30 - 5:00 

The Transfer Payments Unit manages detailed payment administration, forecasting and fund recovery activities for a portfolio of transfer payment programs.


MUNICIPAL SERVICES OFFICES

The Municipal Services Offices (MSOs) provide training, education and ongoing operational guidance to municipal clients with the aim of developing strong and accountable local governments. MSOs respond to anticipate municipal issues and trends of provincial interest, communicate key government priorities to municipal stakeholders, and assist **municipalities** to access government programs and to capitalize on best practices in municipal finance and administration. MSOs also deliver education and advisory services to promote effective community planning and provide a 'one window' planning service for provincial input, review, decision-making and **appeal** of planning applications. Services offered to the public: **Land use planning** approvals where MAH is the approval authority. Land use planning education, training and communications.


CENTRAL MUNICIPAL SERVICES OFFICE


2nd Flr, 777 Bay St
Toronto M5G 2E5
(416)585-6226 (Durham, York, Peel, Halton, Simcoe, Muskoka, Dufferin, Niagara, Hamilton & Toronto)
Toll Free 1-800-668-0230 (Durham, York, Peel, Halton, Simcoe, Muskoka, Dufferin, Niagara & Hamilton)
Fax (416)585-6882
8:30 - 5:00 


EASTERN MUNICIPAL SERVICES OFFICE

Rockwood House
8 Estate Lane
Kingston K7M 9A8
(613)548-4304 (Frontenac, Leeds & Greenville, Lennox & Addington)
Toll Free 1-800-267-9438 (Ottawa, Prescott-Russell, Prince Edward, Stormont, Dundas/Glengarry, Kawartha Lakes, Renfrew, Peterb)
Fax (613)548-6822
8:30 - 5:00 


NORTHEASTERN MUNICIPAL SERVICES OFFICE

Suite 401, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-0120
Toll Free 1-800-461-1193 (Cochrane, Algoma, Manitoulin, Sudbury, Parry Sound, Nipissing, Timiskaming)
Fax (705)564-6863
8:30 - 5:00 

NORTHWESTERN MUNICIPAL
SERVICES OFFICE
Suite 223, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1651
Toll Free 1-800-465-5027 (Thunder Bay,
Kenora, Rainy River)
Fax (807)475-1196
8:30 - 5:00 


SOUTHWESTERN MUNICIPAL
SERVICES OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
(519)873-4020 (Elgin, Essex, Grey,
Haldimand, Norfolk, Huron, Chatham-Kent,
Lambton, Middlesex, Oxford, Perth)
Toll Free 1-800-265-4736 (Waterloo, Brant,
Bruce, Wellington)
Fax (519)873-4018
8:30 - 5:00 

PLANNING AND DEVELOPMENT DIVISION

14th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6778
Fax (416)585-6467
8:30 - 5:00 

The Planning and Development Division is responsible for policy development and the implementation of initiatives in the areas of land use planning, building regulations and the promotion of a strong housing market.

BUILDING AND DEVELOPMENT BRANCH


2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6666
Fax (416)585-7455
Fax (416)585-7531
obc.mah.gov.on.ca
8:30 - 5:00 

The **Building** and Development Branch is responsible for the regulatory framework for the **construction** of buildings under the Ontario Building Code and for the maintenance of existing buildings through municipal **property** standards. The branch develops and contributes to provincial policy with respect to the regulatory framework for the development of **housing**.

Services offered to the Public:


Building Regulation

NORTH PICKERING LAND EXCHANGE TEAM

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6366
Fax (416)585-7305
8:30 - 5:00 


The North Pickering **Land** Exchange Team will implement the portion of the Oak Ridges Conservation Plan strategy that will see environmentally sensitive lands currently in private ownership conveyed to the public trust in exchange for these owners receiving certain provincially owned lands of equivalent value in the City of Pickering. The team leads ministry negotiations with the private landowners on behalf of the province and will coordinate planning and development activities on the Pickering lands, commonly known as Seaton.

PROVINCIAL PLANNING AND ENVIRONMENTAL SERVICES BRANCH

14th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6014
Fax (416)585-4006
Fax (416)585-4245
8:30 - 5:00 


The Provincial Planning and Environmental Services Branch (PPESB) provides leadership in **land use planning** through the development, administration and monitoring of policy and legislation (the Planning Act and related legislation). It undertakes research and analysis of land use planning issues, fosters excellence in land use planning by identifying and promoting innovative planning practices which continue to improve Ontario's land use planning system and meet government objectives. It articulates matters of provincial interest, through the Provincial Policy Statement (PPS) and provincial plans as required. The branch is also responsible for the stewardship of major and strategic land use policy initiatives (e.g. Oak Ridges Moraine). PPESB is the lead branch in providing Geographic Information Systems (GIS) applications, information integration and web-based GIS tools in land use planning to expand on-line services and fulfill the E-government agenda.

RURAL DEVELOPMENT DIVISION

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6345
Fax (416)585-6685
8:30 - 5:00 

This division helps enable rural Ontario to build strong, vital communities with diversified economies and healthy social and environmental climates. To that end, it works collaboratively with rural communities, municipalities, businesses and organizations. It also works to bring a rural perspective to policies and programs across this ministry and all levels of government.

RURAL DEVELOPMENT POLICY BRANCH


4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry 1-888-588-4111
Fax (519)826-4336
8:30 - 5:00 

The Rural Development Policy Branch provides a policy focus on rural development issues. It works closely with rural organizations and stakeholders; develops policy options and programs for rural Ontario; coordinates research on rural development issues; provides a rural perspective in provincial policy and program development across government; and works with federal, provincial and territorial governments and other jurisdictions to address common rural issues.

Services offered to the Public:

Consultation on Rural Issues

RURAL INVESTMENTS BRANCH


4th Flr, 1 Stone Rd W
 Guelph N1G 4Y2
 Toll Free 1-888-588-4111
 Fax (519)826-4336
 8:30 - 5:00 

The Rural **Investments** Branch is responsible for designing and delivering transfer payment programs that make strategic investments in rural Ontario. Infrastructure investments improve the quality of municipal infrastructure in Ontario's small town and rural communities. Investments are also made in local and regional economic and community development projects. Currently, the branch is administering the Ontario Small Town and Rural (OSTAR) Infrastructure initiative and the Rural Economic Development (RED) initiative. In addition, the branch administers the Rural Summer Jobs Service program. This program supports the development of job opportunities for rural youth to enable them to gain work experience through summer employment.

Services offered to the Public:

Ontario Small Town and Rural (OSTAR) Infrastructure
Ontario Small Town and Rural (OSTAR) Rural Economic Development
Rural Summer Jobs

RURAL PROGRAMS BRANCH

4th Flr, 1 Stone Rd W
 Guelph N1G 4Y2
 General Inquiry 1-888-588-4111
 Fax (519)826-4336
 8:30 - 5:00 

The Rural Programs Branch develops and delivers programs, tools, services and resources to support rural community development. Regional advisory services, program delivery and support for rural development are delivered through a network of eight regional development teams. Examples of tools and resources include the REDDI Web site (<http://www.reddi.gov.on.ca>) and the Business Retention and Expansion (BR+E) Toolkit.

Services offered to the Public:

Business Retention and Expansion (BR&E) Toolkit
Innovation Teams
Rural Economic Development Data and Intelligence (REDDI) Web site

REGIONAL ECONOMIC DEVELOPMENT TEAMS

The Rural Development Division has eight regional teams, working across the province to help communities with their rural economic development needs. Each team comprises a client account officer, a rural business consultant and an economic development consultant.

RURAL DEVELOPMENT DIVISION, EAST
 REGION
 Suite 810, 180 Elgin St
Ottawa K2P 2K3
 Toll Free 1-888-588-4111
 Fax (613)241-2545

BELLEVILLE OFFICE
 284B Wallbridge/Loyalist Rd
 PO Box 610
Belleville K8N 5B3
 General Inquiry (613)962-6181
 Fax (613)961-7998
 8:30 - 5:00

CASSELMAN OFFICE
958-B Route 500
RR 3
Casselman K0A 1M0
General Inquiry (613)764-0497
Fax (613)764-0347
8:30 - 5:00

LINDSAY OFFICE
322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6127
Fax (705)324-1638
8:30 - 5:00

SMITHS FALLS OFFICE
91 Cornelia St W
Smiths Falls K7A 5L3
General Inquiry (613)283-7002x110
Fax (613)283-7005
8:30 - 5:00

RURAL DEVELOPMENT DIVISION,
WEST REGION
4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4093
Fax (519)826-4342

BLENHEIM OFFICE
245 Marlborough St N
Blenheim N0P 1A0
General Inquiry (519)676-3325
Fax (519)676-9732
8:30 - 5:00


GUELPH OFFICE
4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4349
Fax (519)826-4342
8:30 - 5:00

OWEN SOUND OFFICE
163 8th St E
Owen Sound N4K 1K9
General Inquiry (519)371-3134
Fax (519)371-1373
8:30 - 5:00

WOODSTOCK OFFICE
Hwy 59 N
PO Box 666
Woodstock N4S 7Z5
General Inquiry (519)537-3537
Fax (519)539-5351
8:30 - 5:00

AGENCIES, BOARDS AND COMMISSIONS


BUILDING CODE COMMISSION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-4243
Fax (416)585-7531
www.obc.mah.gov.on.ca
8:30 - 5:00 

The **Building Code** Commission resolves disputes related to the interpretation of and sufficiency of compliance with the Ontario Building Code’s technical requirements. Typically, the parties to such disputes are building officials and building **permit** applicants or persons to whom orders have been issued.


Services offered to the Public:
Resolution of Building Code Disputes

BUILDING MATERIALS EVALUATION COMMISSION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-4234
Fax (416)585-7531 


The **Building** Materials Evaluation Commission (BMEC) reviews and evaluates innovative building materials, systems and designs for use in **construction** in Ontario. Typically, applicants to the BMEC are manufacturers, distributors and/or marketers of construction products.

ONTARIO HOUSING CORPORATION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7533
Fax (416)585-7003
8:30 - 5:00 


Ontario **Housing** Corporation (OHC) is an agency of the Ministry of Municipal Affairs and Housing. OHC transferred its public housing to municipal control effective, January 1, 2001. OHC continues to carry out certain obligations associated with the financing of the public housing program and the Dr. Albert Rose Bursary Program.

ONTARIO MORTGAGE CORPORATION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7183
Fax (416)585-7140
8:30 - 5:00 

The Ontario **Mortgage** Corporation is a corporate entity reporting to the Minister of Municipal Affairs and **Housing** through a board of directors. The corporation is responsible for mortgage administration services.

ONTARIO RENTAL HOUSING TRIBUNAL

12th Flr, 777 Bay St
Toronto M5G 2E5
(416)645-8080 (Greater Toronto Area Public Information)
(416)585-7295 (Reception - Head Office)
Toll Free 1-888-332-3234 (Public Information)
Fax (416)585-6363
www.orht.gov.on.ca
8:30 - 4:30 


The Ontario Rental **Housing** Tribunal is an independent agency which is responsible for resolving applications filed under the Tenant Protection Act. Twenty offices across the province provide information about the Act, the tribunal's procedures and **landlord and tenant** matters. The Tribunal also distributes forms and information brochures and conducts **hearings** to adjudicate landlord-tenant disputes.

Services offered to the Public:


Adjudication of Landlord/Tenant Applications
Landlord/Tenant Application Processing
Mediation

TRIBUNAL OFFICES


CENTRAL ONTARIO REGIONAL OFFICE

5th Flr, 3 Robert Speck Pky
Mississauga L4Z 2G5
 General Inquiry (416)645-8080
 Toll Free 1-888-332-3234
 Fax (905)279-7286
 Toll Free Fax 1-888-322-2841 


BARRIE CLIENT SERVICE OFFICE

34 Simcoe St
Barrie L4N 6T4
 Toll Free 1-888-332-3234
 Fax 1-888-322-2841 


EASTERN REGIONAL OFFICE

4th Flr, 255 Albert St
Ottawa K1P 6A9
 Toll Free 1-888-332-3234
 Fax (613)787-4024
 Toll Free Fax 1-888-377-8805 


KINGSTON CLIENT SERVICE OFFICE

The Ontario Government Ctr Beechgrove
 Complex
 51 Heakes Lane
Kingston K7M 9B1
 Toll Free 1-888-332-3234
 Fax 1-888-377-8805 


NORTHERN REGIONAL OFFICE

Suite 1003, 199 Larch St
Sudbury P3E 5P9
 Toll Free 1-888-332-3234
 Fax 1-888-377-8805 


THUNDER BAY CLIENT SERVICE OFFICE

Suite 114, 435 James St S
Thunder Bay P7E 6S7
 Toll Free 1-888-332-3234
 Fax 1-888-377-8805 


SOUTHERN REGIONAL OFFICE

6th Flr, 119 King St W
Hamilton L8P 4Y7
 Toll Free 1-888-332-3234
 Fax (905)521-7870
 Toll Free Fax 1-866-455-5255 


ST CATHARINES CLIENT SERVICE OFFICE

301 St Paul St
St Catharines L2R 7R4
 Toll Free 1-888-332-3234
 Fax 1-866-455-5255 

SOUTHWESTERN REGIONAL OFFICE

Suite 400, 150 Dufferin Ave
London N6A 5N6
 Toll Free 1-888-332-3234
 Fax (519)679-7290
 Toll Free Fax 1-888-377-8813 


KITCHENER CLIENT SERVICE OFFICE

200 King St W
Kitchener N2G 2V6
 Toll Free 1-888-332-3234
 Fax 1-888-377-8813 


OWEN SOUND CLIENT SERVICE OFFICE

1050 Second Ave E
Owen Sound N4K 2H7
 Toll Free 1-888-332-3234
 Fax 1-888-377-8813


WINDSOR CLIENT SERVICE OFFICE

6th Flr, 880 Ouellette Ave
Windsor N9A 1C7
 Toll Free 1-888-332-3234
 Fax 1-888-377-8813 


TORONTO EAST/DURHAM REGIONAL OFFICE

Unit 2, 2275 Midland Ave
Toronto M1P 3E7
 General Inquiry (416)645-8080
 Toll Free 1-888-332-3234
 Fax (416)314-8649
 Toll Free Fax 1-888-377-8808 


PETERBOROUGH CLIENT SERVICE OFFICE

Robinson Pl
 300 Water St
Peterborough K9J 3C7
 Toll Free 1-888-332-3234
 Fax 1-888-377-8808 

WHITBY CLIENT SERVICE OFFICE

590 Rossland Rd E
Whitby L1N 9J4
 General Inquiry (416)645-8080
 Toll Free 1-888-332-3234
 Fax 1-888-377-8808 

TORONTO NORTH REGIONAL OFFICE

Suite 700, 47 Sheppard Ave E
Toronto M2N 5X5
 General Inquiry (416)645-8080
 Toll Free 1-888-332-3234
 Fax (416)314-9567 


TORONTO SOUTH REGIONAL OFFICE

2nd Flr, 79 St Clair Ave E

Toronto M4T 1M6

General Inquiry (416)645-8080

Toll Free 1-888-332-3234

Fax (416)326-9838 **ACTS**

Building Code Act, 1992

City of Greater Sudbury Act, 1999

City of Hamilton Act, 1999

City of Kawartha Lakes Act, 2000

City of London Act, 1990

City of Ottawa Act, 1999

City of Toronto Act, 1997

City of Toronto Act, 1997 (No. 2)

Commercial Tenancies Act

Development Charges Act, 1997

Geographic Township of Hansen Act, 1986

Housing Development Act

Line Fences Act

Ministry of Municipal Affairs and Housing Act

Municipal Act, 2001

Municipal Affairs Act

Municipal Arbitrations Act

Municipal Conflict of Interest Act

Municipal Corporations Quieting Orders Act

Municipal Elections Act

Municipal Extra-Territorial Tax Act

Municipal Franchises Act

Municipal Tax Assistance Act

Municipality of Shuniah Act, 1936

North Pickering Development Corporation Act, 1974

OC Transpo Payments Act, 2000

Oak Ridges Moraine Conservation Act, 2001

Oak Ridges Moraine Protection Act, 2001

Ontario Housing Corporation Act

Ontario Municipal Employees Retirement System Act

Ontario Planning and Development Act, 1994

Planning Act

Public Utilities Act

Road Access Act

Shoreline Property Assistance Act

Social Housing Reform Act, 2000

Statute Labour Act

Tax Sales Confirmation Act, 1974

Tenant Protection Act, 1997

Territorial Division Act, 2002


Toronto Islands Residential Community Stewardship Act, 1993

Town of Haldimond Act, 1999


Town of Moosonee Act, 2000

Town of Norfolk Act, 1999

MINISTER RESPONSIBLE FOR NATIVE AFFAIRS


4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
www.nativeaffairs.jus.gov.on.ca
8:30 - 5:00 

ONTARIO NATIVE AFFAIRS SECRETARIAT

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00 


The Ontario **Native** Affairs Secretariat supports the Minister Responsible for Native Affairs. It conducts **land** claim negotiations on behalf of the province; implements land claim settlements to remove barriers to investment in order to enhance economic opportunities for **Aboriginal** and non-Aboriginal communities; and represents the interests of the province in self-government negotiations between Canada and First Nations. It works and partners with Aboriginal businesses and organizations, corporate Ontario, the private sector, provincial ministries and the federal government to promote Aboriginal self-reliance and economic development. The Secretariat also develops provincial policy and works with other ministries to coordinate the government's overall approach to Aboriginal matters, and maintains relations with First Nations, Metis, Inuit, and Aboriginal organizations such as Friendship Centres, the federal government, stakeholders and the public.

OFFICE OF THE SECRETARY

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00 


The Secretary for Native Affairs develops and implements strategic directions and corporate priorities on Aboriginal issues in support of the Minister Responsible for Native Affairs. The Secretary also leads the senior management team in the management of day-to-day operations and communications. The Secretary for Native Affairs is supported by the Office of the Secretary.

ABORIGINAL/FEDERAL RELATIONS

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00 


The Aboriginal/Federal Relations Branch is responsible for coordinating and maintaining relationships with Aboriginal communities, organizations and people, the federal government and other provincial governments in regard to Aboriginal matters.

COMMUNICATIONS

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4779
8:30 - 5:00 


The Communications branch provides communications expertise, services and advice. The branch supports the Secretariat's core businesses and goals through the delivery of strategic and operational communications.

CORPORATE ABORIGINAL POLICY AND MANAGEMENT

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00 


The Corporate **Aboriginal** Policy and Management Branch provides corporate management, policy development and coordination, and policy advice on Aboriginal matters. The branch manages implementation of the Building Aboriginal Economies Strategy and delivery of several of its programs (Working Partnerships, Aboriginal Community Capital **Grants** Program, Ontario Aboriginal **Economic Development** Program). It also administers transfer payments and provides Ontario Native Affairs Secretariat with financial and administrative planning, telecommunications, operations and human resources support.

LEGAL SERVICES BRANCH

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00 


The Legal Services Branch provides Aboriginal law expertise and legal services and advice to support the Secretariat's core businesses and goals. The branch also liaises with other legal branches in government on Aboriginal and related law matters.

NEGOTIATIONS

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-0542
8:30 - 5:00 

The Negotiations Branch researches **land** claims, conducts land claim negotiations, implements negotiated settlements, and represents Ontario in federally led self-government negotiations.

NEGOTIATIONS - PEMBROKE, INFORMATION CENTRE - ALGONQUINS OF GOLDEN LAKE LAND CLAIM

Ontario Government Bldg
31 Riverside Dr
PO Box 220
Pembroke K8A 8R6
General Inquiry (613)732-8081
Fax (613)732-7136
8:30 - 5:00 

NEGOTIATIONS - THUNDER BAY

Suite 101, 421 S James St

Thunder Bay P7E 2V6

General Inquiry (807)473-3132

Fax (807)473-3153

8:30 - 5:00


ACTS

Indian Lands Act, 1924

Indian Lands Agreement Confirmation Act, 1989

Manitoulin, Barrie and Cockburn Islands Land Act, 1990


MINISTRY OF NATURAL RESOURCES

Whitney Block
6th Flr Rm 6630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry 1-800-667-1940
www.mnr.gov.on.ca 

The purpose of the Ministry of Natural Resources is to provide opportunities for resource development and outdoor recreation for the continuous economic and social benefit of the people of Ontario; and to administer, protect and conserve public lands and waters. The ministry's programs are concerned with the use of the physical resources such as land, water, trees, fish, animals and certain minerals for resource utilization and recreation.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH

Whitney Block
Rm 3440, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-2101
Fax (416)314-2102
8:30 - 5:00 


The Communications Services Branch (CSB) provides strategic communications advice and support to the Minister, Deputy Minister and Assistant Deputy Ministers. Complete corporate communications guidance is provided for all policy, program and operational areas across the ministry. The branch develops and implements communications and issues management plans, advertising campaigns, media events and produces media products such as press releases and backgrounders. The branch also manages the ministry's inter/intranet websites. Publications are available to the public through the Natural Resource Information Centre (NRIC) in Toronto and Peterborough by calling 1-800-667-1940 (English and French) and through some local ministry offices.

INTERNAL AUDIT SERVICES

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9210
Fax (416)314-9220


Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor in the Internal Audit Division.

LEGAL SERVICES BRANCH

Whitney Block
Rm 3420, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-2002
Fax (416)314-2030
8:45 - 5:00 


Legal Services Branch provides legal advice to the Minister, Deputy Minister and Ministry of Natural Resources (MNR) divisional staff. MNR lawyers provide legal advice on more than 40 provincial statutes administered by, or under the responsibility of the Minister of Natural Resources. These statutes deal with resource management and conservation issues, such as forestry, provincial parks, conservation authorities, fisheries, wildlife, water resources, aviation, firefighting, public lands and aboriginal resource matters. The branch also interprets statutes and legislation, and reviews and provides legal advice on MNR policies. Staff prepares legislation, regulations, orders-in-council, agreements, leases and licences. They also draft contracts and negotiate dispute settlements. The branch assists in the preparation of civil cases affecting MNR and represents MNR at hearings before administrative tribunals. The branch prosecutes significant cases and pursues appeals if necessary.

MINING AND LANDS COMMISSIONER

24th Flr, 700 Bay St
PO Box 330
Toronto M5G 1Z6
General Inquiry (416)314-2320
Fax (416)314-2327 


The Office of the **Mining** and **Lands** Commissioner is an independent administrative tribunal responsible for hearing and deciding **appeals** under legislation administered by the Ministries of Natural Resources and Northern Development and Mines, including the Mining Act, the **Conservation** Authorities Act, the **Aggregate** Resources Act and others.

CORPORATE MANAGEMENT DIVISION

Whitney Block
6th Flr Rm 6540, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-1900
Fax (416)314-1901
8:30 - 5:00 


Corporate Management Division provides leadership in strategic management, business and fiscal planning, land use planning strategy, controllership, administrative policy development, central agency liaison, human resources, organizational learning, program evaluation, assets and facilities management, revenue management, risk assessment, performance measurement, employee health and safety, and management of relationships with internal and external service providers.

FINANCE AND BUSINESS SERVICES BRANCH

North Tower
3rd Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1855
Fax (705)755-2508
8:30 - 5:00 


The Finance and Business Services Branch is responsible for corporate financial administration and management support services. This includes corporate accounting, controllership, accommodation management, asset management, financial planning and analysis, business consulting services, corporate support services, quality services, business continuity and security and liaison with the Shared Services Bureau. In addition, the branch is responsible for the Leslie M. Frost Centre, an OPS staff training facility.

HUMAN RESOURCES BRANCH

Robinson Pl South Tower
3rd Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2125
Fax (705)755-3108
Fax (705)945-5970 (Sault Ste Marie)
8:30 - 5:00 


The Human Resources Branch provides leadership for the ministry's human resources program in support of the ministry business goals and objectives. This includes delivery of advisory services to managers who have primary responsibility for human resources management. The branch provides ministry human resources management direction through effective policies and business practices that are supplemental to corporate directives, collective agreements and legislation. The primary areas of responsibility include occupational health and safety; human resources planning, learning, diversity, revitalization, youth programs, staff relations, staffing, compensation, French language services, public education and recognition and awards. The branch also is the liaison on human resources matters with Shared Services Bureau, Management Board Secretariat and applicable bargaining agents.

POLICY AND PLANNING COORDINATION BRANCH

Whitney Block
Rm 5520, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-1915
Fax (416)314-1948 


The Policy and Planning Coordination Branch provides the ministry with strategic advice and services in the area of business planning, central agency liaison, fiscal strategy and control, budget management, corporate priority agenda coordination, evaluation, audit and land use coordination. It also leads the review and implementation of the ministry's management and performance measure systems. Policy and Planning Coordination Branch is a service oriented branch which relies on strong working relationships with the rest of the ministry to fulfill its mandate.

FIELD SERVICES DIVISION

Whitney Block
Rm 6540, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry 1-800-667-1940
Fax (416)314-2629 


Field Services Division is MNR's local presence in communities across the province, delivering integrated programs on the frontlines of resource management through the ministry's three regions and 25 districts. The division delivers a complex array of programs including provincial enforcement, native affairs, fisheries, forests and provincial lands in addition to such ministry resources as finance, facilities and engineering infrastructure, equipment and vehicles. Staff with a wide range of resource management experience work in area teams that are located both in district offices and in 17 area offices. The offices and staff in the division are the principal window to MNR for members of the public, for clients and for stakeholders.

ENFORCEMENT BRANCH

Robinson Pl
6th Flr S, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1777
Fax (705)755-1757 

The **Enforcement** Branch of Field Services Division provides assistance, advice and direction to ministry staff at all levels, on a variety of compliance and law enforcement matters. The branch is responsible for the development, coordination and delivery of an Integrated Provincial Compliance Program which focuses on the promotion, monitoring and enforcement aspects of compliance. The branch liaises and networks with other compliance and enforcement agencies, collects intelligence information on resource violators at a regional and provincial level, reviews and provides direction on the execution of search warrants and coordinates the planning and execution of special **investigations**.


NATIVE AFFAIRS UNIT


Robinson Pl
5th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1826
Fax (705)755-1372 

The **Native** Affairs Unit provides leadership to the ministry in the development and evaluation of all **land** and natural resource management responsibilities as they relate to Native people and ensures Native issues are reflected and complemented in land and natural resource management decisions, policies and strategies. The unit also liaises with Ontario’s Native communities, the Ontario Native training and development initiatives, and negotiation and litigation efforts.

REGIONS (NORTHEAST, NORTHWEST, SOUTHERN)

The ministry’s regions (NE, NW, SC) listed separately, ensure coordinated delivery of programs on an ecologically sustainable basis. The regional directors lead and are accountable for successful program delivery at both the regional and district level. Regional staff leads resource management, planning and development within the region. Their functions include: providing resource program coordination; providing specialized information and consultative advice regarding resource management issues, in support of district and area teams; developing strategic land-use and resource management plans for the region; approving resource management plans for each area; developing science and technology applications and transferring them to those who will use them; and providing engineering, aviation, **fire** management and **emergency** response services. A number of regional program staff report to other divisions, but continue to be part of the regional team.

NORTHEAST REGION
Ontario Government Complex
Hwy 101 E
PO Bag 3020
South Porcupine P0N 1H0
(705)235-1157 (Northeast Region Office Only)
Fax (705)235-1246
Fax (705)235-1226 (Regional Director - Confidential) 


CHAPLEAU DISTRICT
190 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710
Fax (705)864-0681
8:30 - 5:00 

**FIRE MANAGEMENT HEADQUARTERS -
CHAPLEAU (EAST FIRE REGION)**

190-192 Cherry St

Chapleau P0M 1K0

General Inquiry (705)864-1710

Fax (705)864-1376 

COCHRANE DISTRICT


2 Third Ave

PO Box 730

Cochrane P0L 1C0

General Inquiry (705)272-4365

Fax (705)272-7183

8:30 - 5:00 

**FIRE MANAGEMENT HEADQUARTERS -
COCHRANE (EAST FIRE REGION)**

2 Third Ave

PO Box 730

Cochrane P0L 1C0

General Inquiry (705)272-7136

Fax (705)272-7151

Fax (705)362-7515 (Hearst)

MOOSONEE OFFICE

Ontario Government Bldg


Revillion Rd N

PO Box 190

Moosonee P0L 1Y0

General Inquiry (705)336-2987

Fax (705)336-2983

8:30 - 5:00 

EAST FIRE REGION


Sudbury Airport Complex

Unit 14A, 2621 Skead Rd

PO Bag 500

Garson P3L 1W3

General Inquiry (705)564-6019

Fax (705)564-6033 

HEARST DISTRICT

613 Front St

PO Box 670

Hearst P0L 1N0

General Inquiry (705)362-4346

Fax (705)372-2245 (Including Missinaibi
West Area Team)

8:30 - 5:00

KAPUSKASING AREA OFFICE


Government Rd

RR 2

Kapuskasing P5N 2X8

General Inquiry (705)335-6191

Fax (705)337-9345 (Including Kapuskasing
Area Team)

8:30 - 5:00 

KIRKLAND LAKE DISTRICT


10 Government Rd E

PO Box 910

Kirkland Lake P2N 3K4

General Inquiry (705)568-3222

Fax (705)568-3200

8:30 - 5:00 

NORTH BAY DISTRICT


3301 Trout Lake Rd

North Bay P1A 4L7

(705)475-5550 (North Bay District)

Fax (705)475-5500 (Including Temagami,
Tomiko & Wasi Area Teams)

Fax (705)475-5600 (Media Relations/
Communications Supervisor)

8:30 - 5:00 

**FIRE MANAGEMENT HEADQUARTERS -
NORTH BAY (EAST FIRE REGION)**

3301 Trout Lake Rd

North Bay P1A 4L7

General Inquiry (705)475-5550

Fax (705)475-5559


SAULT STE MARIE DISTRICT

64 Church St

Sault Ste Marie P6A 3H3

General Inquiry (705)949-1231

Fax (705)949-6450

8:30 - 5:00 

BLIND RIVER AREA OFFICE


62 Queen Ave

PO Box 190

Blind River P0R 1B0

General Inquiry (705)356-2234

Fax (705)356-7441

8:30 - 5:00 

**FIRE MANAGEMENT HEADQUARTERS -
SAULT STE MARIE (EAST FIRE REGION)**

64 Church St

Sault Ste Marie P6A 3H3

General Inquiry (705)949-1231

Fax (705)949-6450


SUDBURY DISTRICT

Suite 5, 3767 Hwy 69 S

Sudbury P3G 1E7

General Inquiry (705)564-7823

Fax (705)564-7879

8:30 - 5:00 


ESPANOLA AREA OFFICE

148 Fleming St

Espanola P3E 1R8

General Inquiry (705)869-1330

Fax (705)869-4620

8:30 - 5:00 FIRE MANAGEMENT HEADQUARTERS -
SUDBURY (EAST FIRE REGION)

Sudbury Airport Complex

Unit 14-A, 2621 Skead Rd

PO Bag 500

Garson P3L 1W3

General Inquiry (705)564-6000

Fax (705)564-6059

TIMMINS DISTRICT

Ontario Government Complex

Hwy 101 E

PO Bag 3090

South Porcupine P0N 1H0


General Inquiry (705)235-1300

Fax (705)235-1377 (Including Nighthawk &
Mattagami Area Teams)

Fax (705)235-1331 (Warehouse)

Fax (705)755-1373 (Fire)

Fax (705)235-1376 (Enforcement Secure)

8:30 - 5:00 FIRE MANAGEMENT HEADQUARTERS -
TIMMINS (EAST FIRE REGION)


Hwy 101 E

PO Bag 3090

South Porcupine P0N 1H0

General Inquiry (705)235-1300

Fax (705)267-1373 (Timmins)

Fax (705)642-4204 (Kirkland Lake) 

GOGAMA AREA OFFICE

2000 Low Ave

PO Box 129

Gogama P0M 1W0

General Inquiry (705)894-2000

Fax (705)894-2040

Fax (705)894-2281 (Enforcement Secure)

8:30 - 5:00

WAWA DISTRICT


160 Mission Rd

PO Box 1160

Wawa P0S 1K0

General Inquiry (705)856-2396

Fax (705)856-7511


8:30 - 5:00 FIRE MANAGEMENT HEADQUARTERS -
WAWA (EAST FIRE REGION)

Hwy 101

PO Box 1160

Wawa P0S 1K0

General Inquiry (705)856-2396

Fax (705)856-4849 

MANITOUWADGE AREA OFFICE

Postal Bag Service

Manitouwadge P0T 2C0

General Inquiry (807)826-3225

Fax (807)826-4631

8:30 - 5:00


NORTHWEST REGION

Ontario Government Bldg

Suite 221A, 435 James St S

Thunder Bay P7E 6S8

General Inquiry (807)475-1471

Fax (807)473-3023 

DRYDEN DISTRICT


479 Government Rd

PO Box 730

Dryden P8N 2Z4

General Inquiry (807)223-3341

Fax (807)223-2824


8:30 - 5:00 DRYDEN FIRE MANAGEMENT
HEADQUARTERS (WEST FIRE REGION)

95 Ghost Lake Rd

PO Box 850

Dryden P8N 2Z5

General Inquiry (807)937-7350

Fax (807)937-7349 

IGNACE AREA OFFICE


Hwy 599

PO Box 448

Ignace P0T 1T0

General Inquiry (807)934-2233

Fax (807)934-2304

8:30 - 5:00 

FORT FRANCES DISTRICT


922 Scott St

Fort Frances P9A 1J4

General Inquiry (807)274-5337

Fax (807)274-4438

Fax (807)274-5553


8:30 - 5:00 **ATIKOKAN AREA OFFICE**

108 Saturn Ave

Atikokan P0T 1C0

General Inquiry (807)597-6971


Fax (807)597-6185

8:30 - 5:00 **FORT FRANCES FIRE MANAGEMENT
HEADQUARTERS (WEST FIRE REGION)**

922 Scott St

Fort Frances P9A 1J4

General Inquiry (807)274-8643

Fax (807)274-5553 **KENORA DISTRICT**


808 Robertson St

PO Box 5080

Kenora P9N 3X9

General Inquiry (807)468-2501

Fax (807)468-2736

8:30 - 5:00 **KENORA FIRE MANAGEMENT
HEADQUARTERS (WEST FIRE REGION)**


Airport Rd

PO Box 5080

Kenora P9N 3X9

General Inquiry (807)548-1919

Fax (807)548-5412

8:30 - 5:00 **NIPIGON DISTRICT**


5 Wadsworth Dr

PO Box 970

Nipigon P0T 2J0

General Inquiry (807)887-5000

Fax (807)887-2993

8:30 - 5:00 **GERALDTON AREA OFFICE**


208 Beamish Ave W

PO Box 640

Geraldton P0T 1M0

General Inquiry (807)854-1030

Fax (807)854-0335

8:30 - 5:00 **GERALDTON FIRE MANAGEMENT
HEADQUARTERS (WEST FIRE REGION)**

Geraldton District Airport

Hwy 584

PO Box 640

Geraldton P0T 1M0

General Inquiry (807)854-0558

Fax (807)854-1788

TERRACE BAY AREA OFFICE

PO Box 280

Terrace Bay P0T 2W0

General Inquiry (807)825-3205

Fax (807)825-3400

8:30 - 5:00

**NORTHWEST REGION FIRE
MANAGEMENT CENTRE**


95 Ghost Lake Rd

PO Box 850

Dryden P8N 2Z5

General Inquiry (807)937-4402

Fax (807)937-6060

Fax (807)476-2271 (Thunder Bay) **RED LAKE DISTRICT**

227 Howey St


PO Box 5003

Red Lake P0V 2M0

General Inquiry (807)727-2253

Fax (807)727-3182 (Fire Headquarters)

Fax (807)727-2861 (District Office)

8:30 - 5:00 **RED LAKE FIRE MANAGEMENT
HEADQUARTERS (WEST FIRE REGION)**

Forestry Point

PO Box 5003

Red Lake P0V 2M0

General Inquiry (807)727-2000

Fax (807)727-3182

8:30 - 5:00

SIOUX LOOKOUT DISTRICT

49 Prince St

PO Box 309

Sioux Lookout P8T 1A6

General Inquiry (807)737-1140

Fax (807)737-3581 (District Manager)

Fax (807)737-1813

8:30 - 5:00

SIOUX LOOKOUT FIRE MANAGEMENT HEADQUARTERS (WEST FIRE REGION)
 Hwy 72
 PO Box 309
Sioux Lookout P8T 1A6
 General Inquiry (807)737-1145
 Fax (807)737-3530

THUNDER BAY DISTRICT
 Ontario Government Bldg
 Suite B001, 435 James St S
Thunder Bay P7E 6S8
 General Inquiry (807)475-1471
 Fax (807)475-1527
 8:30 - 5:00 ♿

THUNDER BAY FIRE MANAGEMENT HEADQUARTERS (WEST FIRE REGION)
 1580 Arthur St W
Thunder Bay P7K 1A6
 General Inquiry (807)476-2200
 Fax (807)476-2312 ♿

SOUTHERN REGION
 Robinson Pl South Tower
 4th Flr S, 300 Water St
 PO Box 7000
Peterborough K9J 8M5
 (705)755-2000 (Government Information Centre)
 Fax (705)755-1677 (Government Information Centre)
 Fax (705)755-3233 (Regional Office) ♿

AURORA DISTRICT
 50 Bloomington Rd W
Aurora L4G 3G8
 General Inquiry (905)713-7400
 Fax (905)713-7415 (District Manager)
 Fax (905)713-7359 (Mailroom)
 Fax (905)713-7429 (Enforcement)
 Fax (905)713-7360 (3rd Flr)
 Fax (905)713-7361 (4th Flr)
 8:30 - 5:00

AYLMER DISTRICT
 353 Talbot St W
Aylmer N5H 2S8
 General Inquiry (519)773-9241
 Fax (519)773-9014
 8:30 - 5:00

CHATHAM AREA OFFICE
 870 Richmond St W
 PO Box 1168
Chatham N7M 5L8
 General Inquiry (519)354-7340
 Fax (519)354-0313
 8:30 - 5:00 ♿

BANCROFT DISTRICT
 106 Monck St
 PO Box 500
Bancroft K0L 1C0
 General Inquiry (613)332-3940
 Fax (613)332-0608
 Fax (613)332-3672 (District Manager)
 8:30 - 5:00 ♿

HALIBURTON FIRE MANAGEMENT HEADQUARTERS
 Wallings Rd
 PO Box 120
Haliburton K0M 1S0
 General Inquiry (705)457-2107
 Fax (705)457-1884

MINDEN AREA OFFICE
 Hwy 35 By-Pass
 PO Box 820
Minden K0M 2K0
 General Inquiry (705)286-1521
 Fax (705)286-4355
 8:30 - 5:00 ♿

GUELPH DISTRICT
 1 Stone Rd W
Guelph N1G 4Y2
 General Inquiry (519)826-4955
 Fax (519)826-4929
 8:30 - 5:00

HURON/PERTH AREA OFFICE
 100 Don St
 PO Box 819
Clinton N0M 1L0
 General Inquiry (519)482-3428
 Fax (519)482-5031
 8:30 - 5:00

NIAGARA AREA OFFICE
 4890 Victoria Ave N
 PO Box 5000
Vineland L0R 2E0
 General Inquiry (905)562-4147
 Fax (905)562-1154
 8:30 - 5:00


KEMPTVILLE DISTRICT
Provincial Government Bldg
10 Campus Dr
PO Bag 2002

Kemptville K0G 1J0
General Inquiry (613)258-8204
Fax (613)258-3920
Fax (613)342-7544 (Brockville)
Fax (613)932-8969 (Cornwall)
Fax (613)267-2964 (Perth)
8:30 - 5:00


KEMPTVILLE FIRE MANAGEMENT HEADQUARTERS

Concession Rd
PO Box 2002
Kemptville K0G 1J0
General Inquiry (613)258-8204
Fax (613)258-3920

MIDHURST DISTRICT

2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7500
Fax (705)725-7584 (Including Simcoe East & Grey/Dufferin Area Teams)
8:30 - 5:00 


OWEN SOUND AREA OFFICE

1450 7th Ave E
Owen Sound N4K 2Z1
General Inquiry (519)376-3860
Fax (519)372-3305 (Including Grey/Bruce Area Team)
8:30 - 5:00 


OWEN SOUND FIRE MANAGEMENT HEADQUARTERS

1450 7th Ave E
Owen Sound N4K 2Z1
General Inquiry (519)371-5294
Fax (519)371-5037
Fax (519)773-9014 (Aylmer)

PARRY SOUND DISTRICT

7 Bay St
Parry Sound P2A 1S4
General Inquiry (705)746-4201 (Parry Sound District)
Fax (705)746-8828 (Including Parry Sound Area Team)
8:30 - 5:00 

BRACEBRIDGE AREA OFFICE
Hwy 11 N & 1350 High Falls Rd
RR 2

Bracebridge P1L 1W9
General Inquiry (705)645-8747
Fax (705)645-8372
8:30 - 5:00 

FIRE MANAGEMENT HEADQUARTERS - PARRY SOUND (EAST FIRE REGION)

7 Bay St
Parry Sound P2A 1S4
General Inquiry (705)773-4251
Fax (705)746-9740

PEMBROKE DISTRICT

31 Riverside Dr
Pembroke K8A 8R6
General Inquiry (613)732-3661
Fax (613)732-2972
Fax (613)732-5539 (Secure)
8:30 - 5:00

PETERBOROUGH DISTRICT

South Tower
1st Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2001
Fax (705)755-3125
Fax (705)755-3151 (District Manager - secure)
Fax (705)755-1138 (Enforcement secure)
8:30 - 5:00

BELLEVILLE WORKCENTRE

c/o St James Whitney Complex
350 Dundas St W
Belleville K8P 1B2
General Inquiry (613)967-1684

KINGSTON AREA OFFICE

51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5700
Fax (613)531-5730
8:30 - 5:00

LINDSAY WORKCENTRE

322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)755-2001
Fax (705)324-7619

TWEED WORKCENTRE

c/o Tweed Work Ctr

Old Troy Rd

PO Bag 70

Tweed K0K 3J0

General Inquiry (613)478-2330

Fax (613)478-1389

FORESTS DIVISION

Roberta Bondar Pl.

Suite 400, 70 Foster Dr

Sault Ste Marie P6A 6V5

General Inquiry (705)945-6746

Fax (705)945-5977

The Forests Division is committed to sustainable forest management, healthy forests providing balanced environmental, social and economic benefits now and for the future. Ontario is a recognized world leader in its forest and forest fire management programs and practices. Sustainable forest management is critical to a dynamic provincial economy. Our division's three branches, Forest Management, Industry Relations and Aviation and Forest Fire Management, work with MNR's field organization and stakeholders to ensure that this vision is met. The expert support and advice provided by Forests Division staff to forest users will ensure the wise use of Ontario's forests for generations to come.

AVIATION AND FOREST FIRE MANAGEMENT BRANCH

Roberta Bondar Pl

Suite 400, 70 Foster Dr

Sault Ste Marie P6A 6V5

General Inquiry (705)779-2149 (Aviation)

General Inquiry (705)945-5792 (Fire)

Fax (705)945-6893 (Aviation)

Fax (705)945-5785 (Forest Fire Management)

Fax (705)945-5959 (Director's Office)

The **Aviation** and **Forest Fire** Management Branch provides forest fire management services for the province including fire management policies and strategies, fire prevention and detection, and the basic resources for managing forest fires; aviation flight and maintenance crews and equipment in support of forest fire management, and other specialized aviation services, including non-scheduled air transport to all government ministries and agencies; and coordination of **emergency** planning for **flood** and fire.

FOREST MANAGEMENT BRANCH

Roberta Bondar Pl

Suite 400, 70 Foster Dr

Sault Ste Marie P6A 6V5

General Inquiry (705)945-6661

Fax (705)945-6667


The role of **Forest** Management Branch (FMB) is to provide leadership and direction in the management of Ontario's forest resources. The branch coordinates the development and implementation of forest legislation, policies, programs, **standards** and related forest management planning mechanisms. Forest Management Branch also leads initiatives to establish and maintain mechanisms for evaluating forest management practices and enhancing competency to meet standards to ensure forest sustainability.

INDUSTRY RELATIONS BRANCH

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6644
Fax (705)945-6667


The role of the Industry Relations Branch (IRB) is to provide a high level of service to the **forest** industry. The branch is committed to working collaboratively with industry to manage Ontario's forests and, more specifically, to implement the Ontario's Living Legacy land-use planning strategy. IRB will advocate on behalf of the forest industry, while ensuring that the public interest in ecological sustainability is addressed. The branch is also responsible for leading and providing direction in the management of Ontario's forest resources, specifically as it relates to **wood** supply, **licensing**, wood measurement, economic development opportunities, and softwood lumber trade issues.

LAND AND RESOURCES INFORMATION AND INFORMATION TECHNOLOGY CLUSTER, CLUSTER MANAGEMENT OFFICE

Robinson Pl
3rd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-5547 


Land and Resources Cluster (LRC) delivers Information and Information Technology services to the Ministries of Agriculture and Food, Northern Development and Mines, Natural Resources and Environment. Services provided by LRC include Application Development, Desktop Support, Helpdesk, Security, Technical, Application and Business Architecture, Information Management and Operations Support to all core business areas of the participating ministries. Additionally, LRC provides consulting and project management services for the implementation of new business applications.

NATURAL RESOURCE MANAGEMENT DIVISION

Whitney Block
Rm 6540, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-2000
Toll Free 1-800-667-1940
Fax (416)314-1994
8:30 - 4:30 

The Natural Resource Management Division provides leadership and direction for a number of the ministry's resource management programs. The division leads programs for the province's fish, wildlife, parks, Crown lands and waters and provides support to the Niagara Escarpment Commission. The division is also responsible for the delivery of certain natural resource management programs, including fish hatcheries, the provincial parks system, and the management of the Great Lakes.

FISH AND WILDLIFE BRANCH

300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-5954
Fax (705)755-1900
Fax (705)755-1845 (Director's Office) 

The Fish and Wildlife Branch provides leadership and direction for the management of Ontario's **fisheries** and **wildlife** resources. The branch coordinates the development, implementation and improvement of fisheries and wildlife legislation, policies, programs, standards and related management mechanisms, including marketing and client services. The branch also represents the ministry on initiatives involving provincial-level clients and stakeholders and with provincial, national and international agencies and organizations. The branch leads and directs the management of **Great Lakes** fisheries and is responsible for Ontario's fish culture operations. It also manages the Outdoors Card and **licensing** programs, associated information systems and "draws" related to allocation of wildlife resources.

FISH CULTURE STATIONS

BLUE JAY CREEK FISH CULTURE STATION

242 Hwy 542

RR 1

Tehkummah P0P 2C0

General Inquiry (705)859-3006

CHATSWORTH FISH CULTURE STATION

RR 2, PO Box 219

Chatsworth N0H 1G0

General Inquiry (519)794-2340

Fax (519)794-4627

DORION FISH CULTURE STATION

800 Hatchery Rd

RR 1

Dorion P0T 1K0

General Inquiry (807)857-2322

Fax (807)857-2253

HARWOOD FISH CULTURE STATION

6388 County Rd 18

PO Box 79

Harwood K0K 2H0

General Inquiry (905)342-2860

Fax (905)342-2149

HILLS LAKE FISH CULTURE STATION

RR 2

Englehart P0J 1H0

General Inquiry (705)544-8006

Fax (705)544-8616

NORMANDALE FISH CULTURE STATION

RR 1

Vittoria N0E 1W0

General Inquiry (519)426-3142

Fax (519)426-3144

NORTH BAY FISH CULTURE STATION

10521 Hwy 63

Redbridge P0H 2A0

General Inquiry (705)663-2311

Fax (705)663-1139

RINGWOOD FISH CULTURE STATION

13232 Hwy 48

Stouffville L4A 7X3

General Inquiry (905)640-6204

Fax (905)640-6206

TARENTORUS FISH CULTURE STATION

Fish Hatchery Rd

RR 5

Sault Ste Marie P6A 6J8

General Inquiry (705)949-7271

Fax (705)949-5243

WHITE LAKE FISH CULTURE STATION

25900 Hwy 7

RR 2

Sharbot Lake K0H 2P0

General Inquiry (613)335-2115

Fax (613)335-2652

LANDS AND WATERS BRANCH


300 Water St

PO Box 7000

Peterborough K9J 8M5

General Inquiry (705)755-1204


Fax (705)755-1201

8:30 - 5:00 

The Lands and Waters Branch leads and directs the sustainable management of Ontario's **Crown** land, water, **aggregate** and **petroleum** resources through development, implementation and improvement of related programs. It also leads and supports programs and initiatives that promote the protection and sustainability of natural **heritage** features and values on private land. In addition,

the branch coordinates activity in meeting Environmental Assessment Act and Environmental Bill of Rights obligations and in undertaking socio-economic analysis. The branch liaises with **Conservation** Authorities, administers the Crown **Land** Registry Program to preserve Crown land title integrity and leads programs to protect human life, property and natural resource values from natural hazards such as **floods**, drought and erosion. The branch also makes opportunities available on Crown land for renewable **energy** development (wind power and waterpower).

ONTARIO PARKS

Robinson Pl
6th Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
Toll Free 1-800-667-1940
Fax (705)755-1701
Fax (705)326-4680 (Bass Lake)
www.ontarioparks.com/
8:30 - 5:00 

Ontario **Parks** coordinates Ontario's parks and protected areas system, leads the provincial Species at Risk Program and manages more than 314 provincial parks with an area of over 7.65 million hectares. Parks are managed to protect representative and unique examples of Ontario's natural and **cultural heritage**. A majority of parks emphasize protection, but over 100 are operated to provide **recreation**, canoe tripping, **hiking**, nature viewing, **camping**, picnicing, swimming and more. Many of these parks offer natural and cultural heritage education programs. Parks are popular camping destinations, so campsite reservations are recommended. They can be made for more than 65 provincial parks by calling 1-888-ONT-PARK, or on the Internet at www.OntarioParks.com. The Web site includes information about park operating dates, barrier free access, contacting parks, facilities and services, park regulations, and a host of other subjects.

Services offered to the Public:

Aaron Provincial Park (Northwest)
Algonquin Provincial Park (Algonquin)
Arrowhead Provincial Park (Central)
Awenda Provincial Park (Central)
Balsam Lake Provincial Park (Central)
Bass Lake (Central)
Batchawana Bay (Northeastern)
Blue Lake (Northwestern)
Bon Echo Provincial Park (Southeastern)
Bonnechere Provincial Park (Central)
Bronte Creek Provincial Park (Southwestern)
Caliper Lake Provincial Park (Northwestern)
Charleston Lake Provincial Park (Southeastern)
Chutes Provincial Park (Northeastern)
Craigleith Provincial Park (Central)
Darlington Provincial Park (Southeastern)
Driftwood Provincial Park (Northeastern)
Earl Rowe Provincial Park (Southwestern)
Emily Provincial Park (Southeastern)
Esker Lakes Provincial Park (Northeastern)
Fairbank Provincial Park (Northeastern)
Ferris Provincial Park (Southeastern)
Finlayson Point Provincial Park (Northeastern)
Fitzroy Provincial Park (Southeastern)

French River Provincial Park (Northeast)
Frontenac Provincial Park (Southeastern)
Fushimi Lake Provincial Park (Northeastern)
Greenwater Provincial Park (Northeastern)
Grundy Lake Provincial Park (Central)
Halfway Lake Provincial Park (Northeastern)
Inverhuron Provincial Park (Southwest)
Ipperwash Provincial Park (Southwestern)
Ivanhoe Lake Provincial Park (Northeastern)
John E. Pearce Provincial Park (Southwestern)
Kakabeka Falls Provincial Park (Northwestern)
Kap-Kig-Iwan Provincial Park (Northeastern)
Kettle Lakes Provincial Park (Northeastern)
Killarney Provincial Park (Northeast)
Killbear Provincial Park (Central)
Lady Evelyn-Smoothwater Provincial Park
Lake St. Peter Provincial Park (Southeastern)
Lake Superior Provincial Park (Northeastern)
Lake on the Mountain Provincial Park (Southeastern)
Long Point Provincial Park (Southwestern)
MacGregor Point Provincial Park (Southwestern)
MacLeod Provincial Park (Northwestern)
Makobe-Grays River Provincial Park (Northeast)
Mara Provincial Park (Central)
Mark S. Burnham Provincial Park (Southeast)
Marten River Provincial Park (Northeastern)
McRae Point Provincial Point (Central)
Mikisew Provincial Park (Central)
Missinaibi Provincial Park (Northeastern)
Mississagi Provincial Park (Northeastern)
Murphys Point Provincial Park (Southeastern)
Nagagamisis Provincial Park (Northeastern)
Neys Provincial Park (Northwestern)
North Beach Provincial Park (Southeastern)
Oastler Lake Provincial Park (Central)
Obabika River Provincial Park (Northeast)
Obatanga Provincial Park (Northeastern)
Ojibway Provincial Park (Northwestern)
Ouimet Canyon Provincial Park (Northwestern)
Pakwash Provincial Park (Northwestern)
Pancake Bay Provincial Park (Northeastern)
Petroglyphs Provincial Park (Southeastern)
Pigeon River Provincial Park (Northwest)
Point Farms Provincial Park (Southwestern)
Port Bruce Provincial Park (Southwestern)
Port Burwell Provincial Park (Southwestern)
Potholes Provincial Park (Northeastern)
Presqu'ile Provincial Park (Southeastern)
Quetico Provincial Park (Northwestern)
Rainbow Falls Provincial Park (Northwestern)
René Brunelle Provincial Park (Northeastern)
Restoule Provincial Park (Central)
Rideau River Provincial Park (Southeastern)
Rock Point Provincial Park (Southwestern)
Rondeau Provincial Park (Southwestern)

Rushing River Provincial Park (Northwestern)
Samuel de Champlain Provincial Park (Northeastern)
Sandbanks Provincial Park (Southeastern)
Sandbar Lake Provincial Park (Northwestern)
Sauble Falls Provincial Park (Southwestern)
Selkirk Provincial Park (Southwestern)
Sharbot Lake Provincial Park (Southeastern)
Sibbald Point Provincial Park (Central)
Silent Lake Provincial Park (Southeastern)
Silver Lake Provincial Park (Southeastern)
Sioux Narrows Provincial Park (Northwestern)
Six Mile Lake Provincial Park (Central)
Sleeping Giant Provincial Park (Northwestern)
Solace Provincial Park (Northeast)
Springwater Provincial Park (Central)
Sturgeon Bay Provincial Park (Central)
Sturgeon River Provincial Park
The Massasauga Provincial Park (Central)
The Pinery Provincial Park (Southwestern)
The Shoals Provincial Park (Northeastern)
Tidewater Provincial Park (Northeastern)
Turkey Point Provincial Park (Southwestern)
Voyageur Provincial Park (Southeastern)
Wabakimi Provincial Park (Northwest)
Wakami Lake Provincial Park (Northeastern)
Wasaga Beach Provincial Park (Central)
Wheatley Provincial Park (Southwestern)
White Lake Provincial Park (Northwestern)
Windy Lake Provincial Park (Northeastern)
Woodland Caribou Provincial Park (Northwestern)

ZONE MANAGEMENT

ALGONQUIN PARKS ZONE

East Gate Complex
 Hwy 60
 PO Box 219
Whitney K0J 2M0
 General Inquiry (705)633-5572
 Fax (613)637-2864

CENTRAL PARKS ZONE

Arrowhead Provincial Park
 451 Arrowhead Park Rd
 RR 3
Huntsville P1H 2J4
 Toll Free 1-800-667-1940
 Fax (705)789-5948

NORTHEASTERN PARKS ZONE

Suite 404, 199 Larch St
Sudbury P3E 5P9
 General Inquiry (705)564-3165
 Fax (705)564-3171

NORTHWESTERN PARKS ZONE

Suite 221d, 435 James St S
Thunder Bay P7E 6S8
 General Inquiry (807)475-1321
 Fax (807)475-1499

SOUTHEASTERN PARKS ZONE

Beechgrove Complex
 51 Heakes Lane
Kingston K7M 9B1
 General Inquiry (613)545-4016
 Fax (613)545-4033

SOUTHWEST PARKS ZONE

659 Exeter Rd
London N6E 1L3
 General Inquiry (519)873-4615
 Fax (519)873-4645

PROVINCIAL PARKS

AARON

PO Box 730

Dryden P8N 2Z4

General Inquiry (807)938-6534 (May - October)


General Inquiry (807)223-7535 (November - April)

ALGONQUIN

PO Box 219

Whitney K0J 2M0

General Inquiry (705)633-5572

Toll Free 1-888-668-7275 (Reservations) 

ARROWHEAD

451 Arrowhead Park Rd

RR 3

Huntsville P1H 2J4

General Inquiry (705)789-5105


Fax (705)789-1610

AWENDA

PO Box 5004

Penetanguishene L9M 2G2

General Inquiry (705)549-2231


Fax (705)549-4792 

BALSAM LAKE

RR 1

Kirkfield K0M 2B0

General Inquiry (705)454-1077


Fax (705)454-2610 

BASS LAKE

PO Box 2178

Orillia L3V 6S1

General Inquiry (705)326-7054


Fax (705)329-6028 

BATCHAWANA BAY

PO Box 61

Batchawana Bay P0S 1A0

General Inquiry (705)882-2209

Fax (705)882-2124 

LADY EVELYN-SMOOTHWATER

C/O Finlayson Point Provincial Park

PO Box 38

Temagami P0H 2H0


General Inquiry (705)569-3205

BLUE LAKE

PO Box 730

Dryden P8N 2Z4

General Inquiry (807)227-2601


General Inquiry (807)223-3341 

BON ECHO

RR 1

Cloyne K0H 1K0

General Inquiry (613)336-2228

Fax (613)336-2712 


BONNECHERE

4024 Round Lake Rd

RR5

Killaloe K0J 2A0

General Inquiry (613)757-2103


Fax (613)757-0039 

BRONTE CREEK

1219 Burloak Dr


Oakville L6M 4J7

General Inquiry (905)827-6911

Fax (905)637-4120 

CALIPER LAKE

PO Box 188

Nestor Falls P0X 1K0General Inquiry (807)484-2181 

CHARLESTON LAKE

148 Woodvale Rd

RR 4

Lansdowne K0E 1L0

General Inquiry (613)659-2059


Fax (613)659-2095 

CHUTES

PO Box 37

Massey P0P 1P0

General Inquiry (705)865-2021


Fax (705)865-2992 

CRAIGLEITH

RR 3

Collingwood L9Y 3Z2

General Inquiry (705)445-4467

General Inquiry (705)429-2516 (Off Season) 

DARLINGTON

1600 Darlington Park Rd

RR 2

Bowmanville L1C 3K3

General Inquiry (905)436-2036

Fax (905)436-3729 

DAWSON TRAIL

GD

Atikokan P0T 1C0

General Inquiry (807)929-2571

DEVIL'S GLEN

PO Box 183

Wasaga Beach L0L 2P0

General Inquiry (705)429-2516

DRIFTWOOD

GD

Stonecliffe K0J 2K0

General Inquiry (613)586-2553

General Inquiry (705)744-2276 (Sept - Apr)

Fax (705)744-0587 (Off Season)


Fax (705)586-2717

EARL ROWE

PO Box 872

Alliston L9R 1W1

General Inquiry (705)435-2498


Fax (705)435-4333 **EMILY**

797 Emily Park Rd

RR 4, PO Box 340

Omeme K0H 1H0

General Inquiry (705)799-5170

Fax (705)799-2433 **ESKER LAKES**

2 Third Ave


PO Box 730

Cochrane P0L 1C0

General Inquiry (705)568-7677

General Inquiry (705)272-7139 (Off-Season)

Fax (705)272-7183 (Off Season)


Fax (705)568-7743 **FAIRBANK**

c/o Suite 404, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)866-0530

General Inquiry (705)966-0563 (Off-Season)

Fax (705)966-0565 (c/o Windy Lake Park) **FERRIS**

c/o Presqu'ile Provincial Park


1 Bayshore Rd

RR 4

Brighton K0K 1H0

General Inquiry (705)653-3575 (Apr - Sept)


General Inquiry (705)653-1566 (Oct - Mar)

Fax (613)475-2209 **FINLAYSON POINT**

PO Box 38

Temagami P0H 2H0


General Inquiry (705)569-3205

Fax (705)569-2886 **FITZROY**

5201 Canon Smith Dr

Fitzroy Harbour K0A 1X0

General Inquiry (613)623-5159

Fax (613)623-8171 **FOY**

4024 Round Lake Rd

RR5

Killaloe K0J 2A0

General Inquiry (613)757-2103

Fax (613)757-0039

FRENCH RIVER

C/O Killarney Provincial Park

Hwy 637

Killarney P0M 2A0

General Inquiry (705)857-3228 (Summer)

General Inquiry (705)287-2900 (Winter)


FRONTENAC PARK

1090 Salmon Lake Rd

PO Box 11

Sydenham K0H 2T0

General Inquiry (613)376-3489

Fax (613)376-6905 **FUSHIMI LAKE**


613 Front St

PO Box 670

Hearst P0L 1N0

General Inquiry (705)362-4164

General Inquiry (705)372-2232 (Off-Season)

Fax (705)372-2230 **GREENWATER**


2 Third Ave

PO Box 730

Cochrane P0L 1C0

General Inquiry (705)272-7139 (Off-Season)


General Inquiry (705)272-6335

Fax (705)272-7183 **GRUNDY LAKE**

RR 1

Britt P0G 1A0

General Inquiry (705)383-2639

Fax (705)383-2437 **HALFWAY LAKE**


Suite 404, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)965-2702 (May - Sept)

(705)523-8195 (Off-Season)

Fax (705)523-6598 (Off Season)

Fax (705)965-2971 (May-Sept) 

INVERHURON

c/o MacGregor Point

RR 1

Port Elgin N0H 2C5

General Inquiry (519)389-9056 (Day Use Only)


Fax (519)389-9057

IPPERWASH

RR 2

Grand Bend N0M 1T0

General Inquiry (519)243-2220

Fax (519)243-3851 **IVANHOE**

c/o Chapleau District Office

190-192 Cherry St

Chapleau P0M 1K0

General Inquiry (705)864-1710x212 (Off-Season)

General Inquiry (705)899-2644

Fax (705)899-2778

Fax (705)864-0681 (Off-Season) **JOHN E PEARCE**


PO Box 9

Port Burwell N0J 1T0

General Inquiry (519)874-4691

KAKABEKA FALLS

PO Box 252

Kakabeka Falls P0T 1W0General Inquiry (807)473-9231 **KAP-KIG-IWAN**

2 Third Ave

PO Box 730

Cochrane P0L 1C0

General Inquiry (705)544-2050

General Inquiry (705)272-7139 (Off-Season)

Fax (705)272-7183 (Off-Season)

KETTLE LAKES

c/o Timmins District Office

Hwy 101 E


PO Bag 3090

South Porcupine P0N 1H0

General Inquiry (705)363-3511

(705)235-1353 (Off-Season)

Fax (705)235-1377 (Off-Season)

Fax (705)363-2333 **KILLARNEY**

Hwy 637

GD

Killarney P0M 2A0

General Inquiry (705)287-2900


Fax (705)287-2893

KILLBEAR

PO Box 71

Nobel P0G 1G0

General Inquiry (705)342-5492

Fax (705)342-1475 **LAKE ON THE MOUNTAIN**

c/o Sandbanks Provincial Park

3004 County Rd 12

RR 1

Picton K0K 2T0

General Inquiry (613)393-3319

Fax (613)393-3404

LAKE ST PETER

PO Box 219

Bancroft K0L 1C0

General Inquiry (613)339-2807 (Oct - April)

General Inquiry (613)339-1835 (Nov-Mar)

Fax (613)332-1800 (Nov - Mar)


LAKE SUPERIOR

Hwy 17

PO Box 267

Wawa P0S 1K0


General Inquiry (705)856-2284

Fax (705)856-1333 **LONG POINT**

PO Box 99

Port Rowan N0E 1M0


General Inquiry (519)586-2133

Fax (519)586-3581 **MACGREGOR POINT**

RR 1

Port Elgin N0H 2C5

General Inquiry (519)389-9056

Fax (519)389-9057 **MACLEOD**

PO Box 970

Nipigon P0T 2J0

General Inquiry (807)854-0370

Fax (807)887-2993 **MADAWASKA RIVER**

4024 Round Lake Rd

RR5

Killaloe K0J 2A0

General Inquiry (613)757-2103

Fax (613)757-0039

MAKOBÉ-GRAYS RIVER PROVINCIAL PARK

C/O Finlayson Point Provincial Park
PO Box 38

Temagami P0H 2H0

General Inquiry (705)569-3205

MARA

PO Box 2178

Orillia L3V 6S1

General Inquiry (705)326-4451

General Inquiry (705)326-7054 (Off-Season)

MARK S. BURNHAM

c/o Emily Provincial Park

797 County Rd 10

RR 4, PO Box 340

Omeme K0L 2W0

General Inquiry (705)799-5170 (Day Use Only)

Fax (705)799-2433

MARTEN RIVER

Hwy 11

Marten River P0H 1T0

General Inquiry (705)569-3205 (Off-Season)

General Inquiry (705)892-2200

Fax (705)892-2147


Fax (705)569-2886 (Off-Season) 

MCRAE POINT

PO Box 2178

Orillia L3V 6S1

General Inquiry (705)325-7290

General Inquiry (705)326-7054
(Off-Season) 


MIKISEW

PO Box 400

South River P0A 1X0

General Inquiry (705)729-2010 (Off Season)

General Inquiry (705)386-7762

Fax (705)386-2382 

MISSINAIBI LAKE

c/o Chapleau District Office

190-192 Cherry St

Chapleau P0M 1K0

General Inquiry (705)234-2222

General Inquiry (705)864-1710x214 (Off-Season)

Fax (705)864-0681

MISSISSAGI

c/o Chutes Park

PO Box 37

Massey P0P 1P0

General Inquiry (705)848-2806

General Inquiry (705)865-2021 (Off Season)


Fax (705)865-2992 (Off-Season)

MURPHYS POINT PARK

RR 5

Perth K7H 3C7

General Inquiry (613)267-5060

Fax (613)267-1741 

NAGAGAMISIS


613 Front St

PO Box 670

Hearst P0L 1N0

General Inquiry (705)372-2232 (Off-Season)

General Inquiry (807)868-2254


Fax (795)372-2230 

NEYS

PO Box 280

Terrace Bay P0T 2W0

General Inquiry (807)229-1624

Fax (807)887-2993 

NORTH BEACH

County Rd 27

RR 3

Consecon K0K 1T0

General Inquiry (613)399-2030


Fax (613)393-3404

OASTLER LAKE

RR 2

Parry Sound P2A 2W8

General Inquiry (705)378-2401

Fax (705)378-0341 

OBABIKA RIVER

C/O Finlayson Point Provincial Park

PO Box 38

Temagami P0H 2H0

General Inquiry (705)569-3205

OBATANGA


PO Box 340

White River P0M 3G0

General Inquiry (807)683-2432 (Off-Season)


General Inquiry (807)822-2592

Fax (807)822-2621

Fax (807)683-2432 (Off Season) 

OJIBWAY

PO Box 730

Dryden P8N 2Z4General Inquiry (807)737-2033 (Summer) **OJIBWAY PRAIRIE NATURE RESERVE**

Klondike Rd

PO Box 640

Wheatley N0P 2P0

General Inquiry (519)825-4659

Fax (519)825-7472

OUIMET CANYON

Suite 221d, 435 James St S

Thunder Bay P7E 6S8


General Inquiry (807)977-2526

PAKWASH

PO Box 730

Dryden P8N 2Z4


General Inquiry (807)727-2253

General Inquiry (807)222-3346 (Summer) **PANCAKE BAY**

PO Box 61

Batchawana Bay P0S 1A0

General Inquiry (705)882-2209

Fax (705)882-2124 **PETER'S WOODS PROVINCIAL NATURE RESERVE**

c/o Darlington Provincial Park

1600 Darlington Park Rd

RR 2

Bowmanville L1C 3K3

General Inquiry (905)436-2036

Fax (905)436-3729

PETROGLYPHS

GD

Woodview K0L 3E0

General Inquiry (705)877-2552 (May - Oct)

General Inquiry (613)339-2807 (Nov - Apr Only)

Fax (705)877-3651 **PIGEON RIVER**

435 James St S

Thunder Bay P7E 6S8


General Inquiry (807)473-9231 (Day Use Only)

PINERY


RR 2

Grand Bend N0M 1T0

General Inquiry (519)243-2220

Fax (519)243-3851 **POINT FARMS**

RR 5

Goderich N7A 3X9General Inquiry (519)524-7124 **PORT BRUCE**

PO Box 9

Port Burwell N0J 1T0


General Inquiry (519)874-4691

PORT BURWELL

PO Box 9

Port Burwell N0J 1T0

General Inquiry (519)874-4691

Fax (519)874-4104 **POTHOLES PROVINCIAL PARK**

c/o Chapleau District Office

190 Cherry St

Chapleau P0M 1K0

General Inquiry (705)864-1710

PRESQU'ILE


1 Bayshore Rd

RR 4

Brighton K0K 1H0

General Inquiry (613)475-4324

TTY (613)475-2204

Fax (613)475-2209 **QUETICO**

108 Saturn Ave

Atikokan P0T 1C0

General Inquiry (807)597-6971


(807)597-2735 (Trip Planning Information)

Fax (807)597-6185 **RAINBOW FALLS**

PO Box 280

Terrace Bay P0T 2W0

General Inquiry (807)824-2298

Fax (807)887-2993 **RENÉ BRUNELLE**

613 Front St

PO Box 670

Hearst P0L 1N0

General Inquiry (705)367-2692

General Inquiry (705)372-2232 (Off-Season)

(705)367-2866 (Ski Hill)

Fax (705)367-2442 (Ski Hill)

Fax (705)372-2230 (Off Season)


Fax (705)367-2725 

RESTOULE

GD

Restoule P0H 2R0

General Inquiry (705)729-2010

Fax (705)729-5428 


RIDEAU RIVER

2680 Donnelly Dr

RR 4

Kemptville K0G 1J0

General Inquiry (613)258-2740


Fax (613)258-4432 

ROCK POINT

PO Box 158

Dunnville N1A 2X5

General Inquiry (905)774-6642


Fax (905)774-3267 

RONDEAU

RR 1

Morpeth N0P 1X0


General Inquiry (519)674-1750

Fax (519)674-1755 

RUSHING RIVER

808 Robertson St

PO Box 5080


Kenora P9N 3X9General Inquiry (807)548-4351 

SAMUEL DE CHAMPLAIN

PO Box 147

Mattawa P0H 1V0

General Inquiry (705)744-2276


Fax (705)744-0587 

SANDBANKS

RR 1


Picton K0K 2T0

General Inquiry (613)393-3319

Fax (613)393-3404 


SANDBAR LAKE

PO Box 730

Dryden P8N 2Z4General Inquiry (807)934-2995 


SAUBLE FALLS

RR 3

Warton N0H 2T0General Inquiry (519)422-1952 

SELKIRK

RR 1

Selkirk N0A 1P0General Inquiry (519)776-2600 


SHARBOT LAKE

Hwy 7

RR 2

Sharbot Lake K0H 2P0

General Inquiry (613)335-2814


Fax (613)335-2048 

SIBBALD POINT

RR 2

Sutton West L0E 1R0

General Inquiry (905)722-8061


Fax (905)722-5416 

SILENT LAKE

PO Box 219

Bancroft K0L 1C0

General Inquiry (613)339-2807

Fax (613)332-1835 


SILVER LAKE

Hwy 7

RR 2


Maberly K0H 2B0

General Inquiry (613)268-2000

Fax (613)268-2947 

SIOUX NARROWS

PO Box 5080

Kenora P9N 3X9General Inquiry (807)226-5223 


SIX MILE LAKE

PO Box 340

Coldwater L0K 1E0

General Inquiry (705)756-2746

General Inquiry (705)549-2231 (Off-Season)


Fax (705)756-4692 

SLEEPING GIANT

Suite 221D, 435 James St S

Thunder Bay P7E 6S8

General Inquiry (807)977-2526

Fax (807)977-2583 

SOLACE

C/O Finlayson Point Provincial Park

PO Box 38

Temagami P0H 2H0


General Inquiry (705)569-3205

SPRINGWATER

GD

Midhurst L0L 1X0

General Inquiry (705)728-7393

Fax (705)728-5444 

STURGEON BAY

PO Box 271

Point Au Baril P0G 1K0

General Inquiry (705)383-2369 (Off-Season)

General Inquiry (705)366-2521

Fax (705)383-2437

STURGEON RIVER

C/O Finlayson Point Provincial Park

PO Box 38

Temagami P0H 2H0

General Inquiry (705)569-3205

THE MASSASAUGA

c/o Oastler Lake Provincial Park

RR 2

Parry Sound P2A 2W8

General Inquiry (705)378-0685

Fax (705)378-0341

THE SHOALS

190-192 Cherry St

Chapleau P0M 1K0

General Inquiry (705)864-1160

Fax (705)864-0681

TIDEWATER

c/o Cochrane District Office

2 Third Ave

PO Box 730

Cochrane P0L 1C0

General Inquiry (705)272-7139 (Off-Season)

General Inquiry (705)336-2987

Fax (705)272-7183 (Off-Season)

TRILLIUM WOODS NATURE RESERVE

PO Box 9

Port Burwell N0J 1T0


General Inquiry (519)874-4691

TURKEY POINT

PO Box 5

Turkey Point N0E 1T0


General Inquiry (519)426-3239

Fax (519)426-5268 **VOYAGEUR**

PO Box 130

Chute A Blondeau K0B 1B0

General Inquiry (613)674-2825

Fax (613)674-2829 **WABAKIMI**

Suite 221d, 435 James St S

Thunder Bay P7E 6S8

General Inquiry (807)475-1634

Fax (807)475-1499

WAKAMI LAKE

c/o Chapleau District Office

190-192 Cherry St

Chapleau P0M 1K0

General Inquiry (705)233-2853

(705)864-1710x212 (Off-Season)

Fax (705)864-0681


WASAGA BEACH

PO Box 183

Wasaga Beach L0L 2P0

General Inquiry (705)429-2516


General Inquiry (705)429-0943 (Wasaga Nordic)

Fax (705)429-7983 **WHEATLEY**

PO Box 640

Wheatley N0P 2P0

General Inquiry (519)825-4659

Fax (519)825-7472 **WHITE LAKE**


PO Box 340

White River P0M 3G0

General Inquiry (807)822-2447

General Inquiry (807)683-2432 (Off-Season)

Fax (807)683-2432 (Off-Season)


Fax (807)822-2621 **WINDY LAKE**

Suite 404, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)966-0563 (Off-Season)

General Inquiry (705)966-2315

Fax (705)966-0565 **WINISK RIVER**

208 Beamish Ave W

PO Box 640

Geraldton P0T 1M0

General Inquiry (807)854-1030

Fax (807)854-0335


WOODLAND CARIBOU

227 Howey St

Red Lake P0V 2M0

General Inquiry (807)727-2253

SCIENCE AND INFORMATION RESOURCES DIVISION

Robinson Pl
3rd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2000
Toll Free 1-800-667-1940
Fax (705)755-1531
8:30 - 4:30 


The Science and Information Resources Division (SIRD) leads the development and application of scientific knowledge, information management systems and information technologies in support of the ministry mandate. Accurate, relevant and timely information is essential for managing resources in an ecologically sustainable manner. The division is responsible for ensuring that the operational decision-making requirements of the ministry are supported by sound science and reliable data. The division's combined mandates of science and information management, support the ministry in moving to an integrated knowledge management approach.

APPLIED RESEARCH AND DEVELOPMENT BRANCH

1235 Queen St E
Sault Ste Marie P6A 2E5
General Inquiry (705)946-7441
Fax (705)946-3849

The responsibility of the Applied Research and Development Branch (ARDB) is to develop new scientific knowledge for MNR clients and for key partners. This scientific knowledge, delivered in products and services support delivery of a wide range of core business activities including fish, wildlife, forestry and water resource management planning, policy and program development and issue management. The branch also leads MNR's planning for climate change and response to the Kyoto Protocol.

AQUATIC RESEARCH AND DEVELOPMENT SECTION

3rd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1544
Fax (613)476-7131 (Lake Ontario Management Unit, Picton)
Fax (613)475-5527 (Codrington Fisheries Research Facility)
Fax (705)755-1559
Fax (519)825-3163 (Wheatley)
Fax (705)671-3857 (Laurentian University, Sudbury) 

The Aquatic **Research** and Development Section conducts research in support of the Ontario government's **fisheries** management mandate. While the section's administrative centre is in Peterborough, staff are located across the province, including offices on **Lakes** Ontario, Huron and Erie, and in Sudbury, Algonquin Park, Toronto and Codrington. Our regional staff located in Thunder Bay and London work collaboratively with regional Science and Information Branch staff to help deliver on regional science needs. Current projects include work on **climate change** and fisheries, impacts of invading species such as gobies on the **Great Lakes** and rock bass in inland lakes, restoration of Atlantic salmon in Lake Ontario, development of models for sustainable levels of fish harvests, and research on effectiveness of fishing regulations and stocking.

CENTRE FOR NORTHERN FOREST ECOSYSTEM RESEARCH

Lakehead University Campus
955 Oliver Rd
Thunder Bay P7B 5E1
General Inquiry (807)343-4000
Fax (807)343-4001


The Centre for Northern **Forest** Ecosystem Research (CNFER) in Thunder Bay is an Applied Research Unit with a focus on the effects of forestry practices on boreal ecosystems. Built in 1990, CNFER was given a mandate to conduct long-term research on the impacts of full-tree harvesting and on the effects and the effectiveness of resource management guidelines designed to protect moose and other **wildlife** habitat, fish habitat, and tourism values. CNFER is now evolving to meet new issues and priorities in forest, fish and wildlife, and **water science**, with an emphasis on cross-disciplinary approaches. There are six major research programs at CNFER: Stand Ecology; Coldwater Lakes; Comparative Aquatic Effects; Moose Guidelines Effectiveness; Landscape Ecology; and, Tourism/Human Dimensions. Located on campus at Lakehead University, CNFER is in close contact with the Lakehead University Biology, Forestry and Outdoor **Recreation** programs, including the supervision of graduate and honours students.

FOREST RESEARCH AND DEVELOPMENT SECTION

Ontario Forest Research Institute
1235 Queen St E
Sault Ste Marie P6A 2E5
General Inquiry (705)946-2981
Fax (705)946-2030

The **Forest Research** and Development Section at the Ontario Forest Research Institute (OFRI) is committed to providing scientific leadership and excellence in forest research, program development, and technology transfer to a range of natural resource clients in Ontario. We work in support of operational resource management and policy development to contribute to the **conservation** of Ontario's forest ecosystems. Major emphases include understanding ecosystem processes, patterns and diversity; evaluating disturbance effects and recovery of forest ecosystems; developing alternative silvicultural practices to achieve sustainable forestry objectives; and developing methods and tools to support sustainable resource use decisions. We work in partnership with our clients and in cooperation with other scientific organizations to ensure the effectiveness of our efforts.


WILDLIFE RESEARCH AND DEVELOPMENT SECTION

Robinson Pl
3rd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1544
Fax (705)755-1559
Fax (705)755-2276 (Rabies Unit, Trent University)
Fax (613)475-6076 (Codrington Animal Compound)
Fax (705)755-2288 (Trent University) 

Wildlife Research and Development Section has the mandate to coordinate government wildlife research across the province. This encompasses all aspects of wildlife research including the **Rabies** Research and Development Unit. To accomplish this task the majority of staff are based out of Peterborough but work on projects across the province. In addition, Regional Science staff is located in London, Timmins and Thunder Bay in order to work collaboratively with the Regional Science and Information Section to help deliver regional research needs. Current projects include


work on black bears, caribou, deer, **fur** bearers, elk, polar bears, raccoons, waterfowl, wetland rehabilitation, wolves and control of rabies in wildlife populations.

INFORMATION RESOURCE MANAGEMENT BRANCH

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2363
Fax (705)755-1640 


Information Resource Management Branch has responsibilities for making available geographic information about Ontario's land mass and using sophisticated technologies for managing that information. Activities include the establishment and maintenance of a provincial geographic referencing system, geodesy, cadastral surveys, cartography, establishment and maintenance of the provincial digital topographic database, geographic information, geographic nomenclature, satellite and airborne remote sensing and natural resource inventories. **Maps** and other products available online at MNR stores (<http://mnr.stores.gov.on.ca/mnr/>). District offices, listed under this ministry's regions can also provide information. In addition, IRMB provides library services and administers the ministry's Freedom of Information and Protection of Privacy Act program.

GEOGRAPHIC INFORMATION ONTARIO

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2124
Fax (705)755-2149 

Geographic Information Ontario (GIO) is responsible for implementation of the Ontario **Land** Information Infrastructure through Land Information Ontario (LIO). Within GIO, the Office of the **Surveyor** General administers the Surveys Act; Surveyors Act and the Ontario **Geographic Names** Board Act. It also manages surveying services, coordinates policy, priorities and development of programs in **geodetic services**, geographic names and **Crown** land surveying activities. Provincial Georeferencing Unit develops and publishes standards, guidelines and stores provincial information related to horizontal and vertical geodetic networks and Global Positioning System (GPS) in the **COSINE database**. It also administers changes to the names of geographic features and maintains the official geographic names database. Also within GIO is Geomatics Services which provides leadership and coordination for geomatics activities in the OPS. Base Data Infrastructure Unit within GIO sets standards and maintains base data.


PROVINCIAL GEOMATIC SERVICE CENTRE

Robinson Pl South Tower
5th Flr S, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-5000
Fax (705)755-5014 

Geomatics Service Centre provides client-focused solutions and products to the OPS in areas of Geographical Information Systems (GIS), **cartography** and **remote sensing**. A network of multi-disciplinary teams located throughout the province delivers these services. This approach ensures quick and easy access to changing geographic data and leading-edge technologies. Technical staff offers flexibility in delivering large or small projects, from the basics of cartography to spatial web mapping, modelling and analysis and provision of GIS licenses. Geomatics Services Centre also


provides provincial leadership in airborne data acquisition, and image processing. The breadth of experience and successfully completed projects offer an invaluable resource to the OPS in areas of training and information management.

GEOSMART

Robinson Pl
2nd Flr N, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2320
Fax (705)755-1640 


GeoSmart is an exciting five-year, \$32 million **SuperBuild** initiative, designed to assist communities in the development and implementation of geospatial solutions. Through GeoSmart, the province is investing in community initiatives that will use geospatial technologies to stimulate local economic development, create local government efficiencies, and/or improve local access to local and regional **land** information services. GeoSmart also supports the standardization of land related data by seeding the development of fundamental base data sets and advocating Ontario's Land Information Infrastructure (OLII).

INFORMATION ACCESS SECTION

Robinson Pl
1st Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry 1-800-667-1940
Fax (705)755-1677 


The Information Access Section's key responsibilities include the development and implementation of information access policy. This policy governs dissemination and access to the ministry's intellectual property, including digital mapping data. The other three key responsibilities of the section are the Natural Resource Information Centre (NRIC) (Peterborough and Toronto), administration of the Freedom of Information and Protection of Privacy Act, and the Library.

INFORMATION AND PRIVACY UNIT

Robinson Pl
1st Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1653
Fax (705)755-1621 


The Ministry's Information and Privacy Unit's mission is to ensure that MNR meets its obligations under the Freedom of Information and Protection of Privacy Act (FIPPA). The act ensures: Citizens have the right to access government held records. The government protects citizens personal information that it holds in its vast array of databases and files.

LIBRARY

Robinson Pl
1st Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1888
Fax (705)755-1882 


The MNR **Library** provides information, reference services and electronic products to support the work of Ontario Ministry of Natural Resources staff.

NATURAL RESOURCES INFORMATION CENTRE - PETERBOROUGH

Robinson Pl
1st Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2000
Toll Free 1-800-667-1940
Toll Free French 1-800-667-1940
Fax (705)755-1677 


The Natural Resources Information Centre (NRIC) is a “one-stop” inquiry centre for both the public and the government. Information and **publications** are provided on Ontario’s fish, **wildlife**, **forestry**, **mineral** resources, **lands** and **waters**, and provincial **parks**. The centre sells topographical Ontario Basic Mapping (OBM), aerial photos and forest resources inventory maps. Information is also provided to the public on provincial parks, **hunting**, **fishing** and outdoor **recreation** opportunities.

NATURAL RESOURCES INFORMATION CENTRE - TORONTO

Macdonald Block
Rm M1-73, 900 Bay St
Toronto M7A 2C1
Toll Free 1-800-667-1940
Toll Free French 1-800-667-1940
Fax (416)314-0889
11:00 - 3:00 

The Natural Resources Information Centre - Toronto provides information and publications on Ontario’s fish, wildlife, forestry, mineral resources, lands and waters, and provincial **parks**. The centre also sells **fishing** and **hunting** licences.


INFORMATION INFRASTRUCTURE SYSTEMS

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-5548
Fax (705)755-1640
Fax (705)755-1633 (Peterborough 4th Flr N)
Fax (705)945-6638 (Sault Ste Marie) 

The Information Infrastructure Systems section develops and supports corporate geographic data maintenance systems (e.g. Natural Resources Values Information System) (NRVIS) as well as geographic data warehouse and distribution systems for use in the Land and Resources Cluster and other government ministries and agencies related to the Ontario Land Information Infrastructure.


It provides the Land and Resources Cluster with senior technical support for database management system development and operations. The section also provides information management coordination support for the Geographic Information Program.

LAND AND RESOURCES DATA ADMINISTRATION SECTION

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 3C7
General Inquiry (705)755-2158
Fax (705)755-2149
Fax (705)946-2030 (Sault Ste Marie) 


The Land and Resources Data Administration Section coordinates the implementation and practice of data/information management for natural resource and **environment** geospatial data within the Land and Resource Cluster (LRC) ministries and with their stakeholders in the natural resource and environment sector. To support these coordination activities, the section ensures that data/information management methodologies and standards are developed and maintained. The section staff expertise in data analysis, modeling and architecture, provide advice throughout the LRC Information and Information Technology organization.

LAND INFORMATION ONTARIO

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 3C7
General Inquiry (705)755-1672
Fax (705)755-2149 

Land Information Ontario (LIO), created the Ontario **Land** Information Infrastructure (OLII,) to ensure that land information collected, managed and distributed by all of Ontario ministries, Ontario's municipalities, the broader public sector, non-governmental organizations, and the private sector are accessible, integrated, affordable and useable by many business activities and stakeholders. LIO achieves this objective through the negotiation of formal Agreements and informal data sharing arrangements; the provision of tools and services to catalogue, discover, view and share geospatial data; close cooperation with all levels of government; and, participation in the development and implementation of geomatics policies and standards. LIO often participates actively in cross-jurisdictional projects to leverage funding, to reduce duplication among Ontario-based organizations, and to involve stakeholders directly in LIO initiatives.


LRC INFRASTRUCTURE SERVICES BRANCH

Robinson Pl
4th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1403
Fax (705)755-1496 

The MNR IT Services Branch - Land and Resources Cluster Infrastructure Services has the responsibility for ensuring that the LRC ministries are provided with cost effective and efficient information technology infrastructure, solutions and services that are aligned with corporate objectives and enable the core business of the LRC programs. The branch is also responsible for providing advice and leadership on IT procurement, inventory, security and architecture. The Technology Change Management Project (TCMP) has been initiated to manage the change to a new


technology infrastructure. Branch staff are located in three major centres: Peterborough, Sault Ste Marie, Toronto, and additional resources in South Porcupine (Timmins) and Thunder Bay.

LRC COMPUTER OPERATIONS SECTION

Robinson Pl
300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1440
Fax (705)755-1496 


Land and Resources Cluster Computer Operations Section is responsible for the computer operations associated with data centres in Guelph (OMAF), Peterborough (MNR), Rexdale (ENE) and Sudbury (MNDM), which provide development, test and production environments supporting corporate and business applications of LRC ministries, and direct support to the ministry's messaging (e-mail) and internet/intranet infrastructure.

LRC TELECOMMUNICATIONS SERVICES SECTION

Robinson Pl
4th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1404
Fax (705)755-1408
Fax (807)473-3116 (Thunder Bay)
Fax (705)235-1106 (South Porcupine)
Fax (705)254-7517 (Sault Ste Marie) 

LRC Telecommunications Services Section ensures standards, policies and procedures related to all aspects of telephone, radio, data and videoconference communication are managed and delivered. The unit coordinates the provision of the Wide Area Network (WAN) and Local Area Network (LAN) services and coordinates the development of new radio systems.

PROVINCIAL SUPPORT

Robinson Pl
4th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1500
Fax (705)755-1413 (Provincial Support Centre)
Fax (705)755-1496 

Provincial Support section provides information technology support and services to both MNR and LRC staff in the use of desktop technology and software. The Peterborough service desk facility is part of the virtual LRC IT Service Centre, with locations in Peterborough and Guelph, which provide individual helpdesk support to cluster staff.

SCIENCE AND INFORMATION BRANCH

Roberta Bondar PI
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-5826
Fax (705)945-6527


The Science and Information Branch leads coordination and implementation of SIRD programs, with business areas and field-based resource management clients, to ensure that their information management, information technology, science transfer and applied research needs are identified, planned and prioritized, using performance management approaches to business planning and work planning. The branch conducts business analysis, information planning, science coordination, resource assessment and technology transfer that leads to the development of common business solutions and resource management interpretations for the Ministry of Natural Resources.

BUSINESS SOLUTIONS SERVICES - FORESTS SECTION

Roberta Bondar PI
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6648
Fax (705)945-6638


The Business Solutions Services - Forests Section (BSSFS) provides a full range of information management support and coordination provided by our Information Management Coordinators; cooperative design, development and support of systems and applications provided by our Development and Maintenance Unit, to our client, the Forests Division, which is comprised of three branches. We also provide linkages to other sources of information and information technology support, access to the information resource management expertise within Information Resource Management Branch, and linkage to the information technology staff within the MNR Computer Operations section. BSSFS staff also provide a window into the broader I&IT expertise within the Land and Resources Cluster as a whole.

BUSINESS SOLUTIONS SERVICES - NATURAL RESOURCES MANAGEMENT SECTION

Robinson PI
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 3C7
General Inquiry (705)755-2148
Fax (705)755-1640
Fax (705)755-1267 (Water Resources Information) 

The Business Solutions Services, Natural Resources Management Section (BSSNRMS) has information management and systems development professionals to help the Natural Resources Management Division meet their information and information technology needs. Information Coordinators assist with information planning, identify and prioritize information needs that are then met by staff in the Science and Information Resources Division; Systems Development and Maintenance Unit assists with the procurement of software, provides advice on systems development standards and practices, develops and maintains computer systems; the Natural **Heritage** Information Centre assembles, validates and disseminates information on provincially rare plant and animal species, significant vegetation communities and natural areas. The Business Solutions Services Section is one of four similar sections in the Land and Resources Cluster which work together to leverage common information needs and application development

INVENTORY MONITORING AND ASSESSMENT SECTION

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2148
Fax (705)755-1640 

The Inventory Monitoring and Assessment Section has a mandate to coordinate and integrate MNR's existing IMA program and to undertake re-engineering of those activities that require it. This section's products will provide data and information to standard, that is necessary to meet MNR's legal and resource management needs. The three regionally-based Science and Information Sections provide for the integration and delivery of science and information, to support field implementation of programs. Through GIS Service Centres local access to specialized geospatial data is provided, using Geographic Information System (GIS) services.

NORTHEAST SCIENCE AND INFORMATION SECTION

Ontario Government Complex
Hwy 101 E
PO Bag 3020
South Porcupine P0N 1H0
General Inquiry (705)235-1218
Fax (705)235-1251

NORTHWEST SCIENCE AND INFORMATION SECTION

Ontario Government Bldg
Suite 221C, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1695
Fax (807)473-3116

LAKE NIPIGON FISHERIES ASSESSMENT UNIT

5 Wadsworth Dr
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)939-2501
Fax (807)887-2993

LAKE OF THE WOODS FISHERIES ASSESSMENT UNIT

808 Robertson St
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)939-2501
Fax (807)468-2737

NORTHWEST SCIENCE AND TECHNOLOGY

25th Side Rd
Thunder Bay P7C 4T9
General Inquiry (807)939-2501
Fax (807)939-1841

QUETICO-MILLE LACS FISHERIES ASSESSMENT UNIT

25th Side Rd
Thunder Bay P7C 4T9
General Inquiry (807)939-2501
Fax (807)939-1841

REGIONAL FISH AND WILDLIFE AGEING LAB

479 Government Rd
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)939-2501
Fax (807)223-2824

SOUTHERN SCIENCE AND INFORMATION SECTION

Robinson Pl
4th Flr S, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-3256
Fax (705)755-3291

BRACEBRIDGE

1350 High Falls Rd
RR 2
Bracebridge P1L 1W9
General Inquiry (705)646-5528
Fax (705)645-7379

FISHERIES ASSESSMENT UNITS - SOUTHERN SCIENCE

Hwy 11 N & High Falls Rd
RR 2
Bracebridge P1L 1W9
General Inquiry (705)645-8747

ALGONQUIN FISHERIES ASSESSMENT
UNIT
PO Box 219
Whitney K0J 2M0
General Inquiry (613)637-2780
Fax (613)637-2864

HALIBURTON-HASTINGS FISHERIES
ASSESSMENT UNIT
Hwy 28 S
PO Box 500
Bancroft K0L 1C0
General Inquiry (613)332-3940
Fax (613)332-1800

KAWARTHA LAKES FISHERIES
ASSESSMENT UNIT
322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-1465
Fax (705)324-1638

LAKE SIMCOE FISHERIES ASSESSMENT
UNIT
RR 2
Sutton West L0E 1R0
General Inquiry (905)722-5512
Fax (905)722-3797

MUSKOKA LAKES FISHERIES
ASSESSMENT UNIT
1350 High Falls Rd
RR 2
Bracebridge P1L 1W9
General Inquiry (705)645-8747
Fax (705)645-8372

KEMPTVILLE
Concession Rd
PO Box 2002
Kemptville K0G 1J0
General Inquiry (613)258-8204
Fax (613)258-3920

LONDON
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4620
Fax (519)873-4645

NORTH BAY
3301 Trout Lake Rd
North Bay P1A 4L7
General Inquiry (705)475-5574
Fax (705)475-5570


AGENCIES, BOARDS AND COMMISSIONS

ACADEMIC AND EXPERIENCE REQUIREMENTS COMMITTEE OF THE
ASSOCIATION OF ONTARIO LAND SURVEYORS

1043 McNicoll Ave
Scarborough M1W 3W6
General Inquiry (416)491-9020
Fax (416)491-2576

The Academic and Experience Requirements Committee of the Association of Ontario **Land Surveyors** was established by Regulation 1026 under the Surveyors Act. The committee determines if applicants have met the requirements and qualifications for the issuance of a **licence** to practice cadastral surveying or the issuance of a certificate of **registration** as a member of the Association.

ALGONQUIN FORESTRY AUTHORITY

222 Main St W
Huntsville P1H 1Y1
General Inquiry (705)789-9647
Fax (705)789-3353 

The Algonquin **Forestry** Authority is a Crown corporation responsible for maintaining an integrated resource management approach within Algonquin Provincial Park. The authority has been assigned the task of ensuring the viability of the local forest industry by managing and upgrading the quality of the forest and effectively utilizing its range of products. Maintaining a forest cover that satisfies the requirements of regeneration, aesthetics and preservation of diverse vegetation types is also the authority’s responsibility. It preserves and protects the recreational values, fish and **wildlife** habitat, soil and **water** resources within the park.

COUNCIL OF THE ASSOCIATION OF ONTARIO LAND SURVEYORS

1043 McNicoll Ave
Scarborough M1W 3W6
General Inquiry (416)491-9020
Fax (416)491-2576


Established in 1892, the Council of the Association of Ontario **Land Surveyors** is the governing body and board of directors that manages and administers the affairs of the association. The Lieutenant-Governor appointees (lay councillors) are responsible for ensuring that the self-regulating professional body is serving and protecting the public interest.

CROWN TIMBER BOARD OF EXAMINERS

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6643


The Crown **Timber** Board of Examiners has three members and sets written and practical **examinations** in **wood** measurement to determine eligibility of and recommend candidates for scaler's **licences**.

ONTARIO FISH AND WILDLIFE HERITAGE COMMISSION

Robinson Pl
300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-5088
Fax (705)755-5093 

The Ontario Fish and **Wildlife** Heritage Commission is composed of eleven members. It provides advice to the Minister of Natural Resources on fish and wildlife revenue, and expenditures related to the **fisheries** and wildlife programs. It may also provide advice on policy and program direction as requested by the Minister.

ONTARIO GEOGRAPHIC NAMES BOARD

Robinson Pl
300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2134 

The Ontario **Geographic Names** Board investigates the background of geographic names and recommends names to be used on maps, subject to the approval of the Minister of Natural Resources.

ONTARIO MOOSE AND BEAR ALLOCATION ADVISORY COMMITTEE

PO Box 964
Sioux Lookout P8T 1B3
General Inquiry (807)737-2615
Fax (807)737-4173

The Ontario Moose and Bear Allocation Advisory Committee is an independent advisory committee to allocate moose and bear **hunting** opportunities provided by the Ministry of Natural Resources within the **tourism** industry in a manner which is ecologically sustainable and supports

the economic viability of the industry in general and specific tourist establishments. The Committee provides advice to the Minister of Natural Resources.

OTTAWA RIVER REGULATION PLANNING BOARD

351 St Joseph Blvd
Hull J8Y 3Z5
General Inquiry (613)997-1735

The Ottawa River Regulation Planning Board has seven members and was established under the terms of a Canada-Ontario-Quebec Agreement. It is responsible for the preparation and continuing review of policies, guidelines and criteria for the integrated management of the principal reservoirs of the Ottawa River Basin in order to reduce **flood** damages along the river, its tributaries, and in the Montreal area. It is also responsible for the operation and coordination of inflow forecasting, flow routing and optimization models that will reduce flood damage, while having the least possible impact on users of the basin.

RABIES ADVISORY COUNCIL

Trent University Science Complex
PO Box 4840
Peterborough K9J 8N8
General Inquiry (705)755-2270

The **Rabies** Advisory Council, established in 1979, advises the Minister on the development of suitable **vaccines** against rabies and an effective system for vaccinating wild animals. The six members are chosen from the academic community, in the fields of biology, health and agriculture. The secretary is a public servant with the Ministry of Natural Resources.

SHIBOGAMA INTERIM PLANNING BOARD

PO Box 105
Wunnumin P0V 2Z0
General Inquiry (807)442-2559
Fax (807)442-2627

The Shibogama Interim Planning Board, created in 1993, advises the province on **land** use and resource development in an 11,131-square-kilometre area south of Big Trout Lake in northwestern Ontario. Half the board members represent the Province of Ontario; half represent the Kingfisher Lake First Nation and Wunnumin Lake First Nation.

WINDIGO INTERIM PLANNING BOARD

PO Box 299
Sioux Lookout P8T 1A3
General Inquiry (807)737-1585
Fax (807)737-3133


The Windigo Interim Planning Board, created in 1993, advises the province on **land** use and resource development in two areas totalling 15,959 square kilometres south of Big Trout Lake. Half the board members represent the Province of Ontario; half represent the Cat Lake First Nation and Weagamow First Nation.

ACTS

Aggregate Resources Act, 1989
Agreement Authorization Act, 1958
Algonquin Forestry Authority Act
Algonquin Provincial Park Extension Act, 1960-61
Arboreal Emblem Act, 1984

Beds of Navigable Waters Act
Canada Company's Lands Act, 1922
Conservation Authorities Act
Conservation Land Act
Crown Forest Sustainability Act
Crown Timber Act
Endangered Species Act
Fish Inspection Act
Fisheries Industrial Development Act
Fisheries Loans Act
Forest Fires Prevention Act
Forest Tree Pest Control Act
Forestry Act
Forestry Workers Employment Act
Forestry Workers Lien For Wages Act
Freshwater Fish Marketing Act (Ontario)
Game and Fish Act
Gananoque Lands Act, 1961-62
Gas and Oil Leases Act
Industrial and Mining Lands Compensation Act
Lac Seul Conservation Act, 1928
Lake of the Woods Control Board Act, 1922
Lakes and Rivers Improvement Act
Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958
Migratory Birds Convention Act (Canada) - Ontario Regulations
Mineral Emblem Act
Ministry of Natural Resources Act
National Radio Observatory Act, 1962-63
North Georgian Bay Recreational Reserve Act, 1962-63
Ontario Geographic Names Board Act
Ontario Harbours Agreement Act, 1962-63
Ottawa River Water Powers Act, 1943
Petroleum Resources Act
Provincial Parks Act
Public Lands Act
Seine River Diversion Act, 1952
Settlers' Pulpwood Protection Act
Spruce Pulpwood Exportation Act
Steep Rock Iron Ore Development Act, 1949
Surveyors Act
Surveys Act
Trees Act
Water Transfer Control Act
Wild Rice Harvesting Act
Wilderness Areas Act
Woodlands Improvement Act


MINISTRY OF NORTHERN DEVELOPMENT AND MINES

159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-0060 (Sudbury)
General Inquiry (416)327-0633 (Toronto)
Fax (705)564-7108 (Sudbury)
Fax (416)327-0634 (Toronto) 
www.mndm.gov.on.ca

As Ontario's only regional ministry, the Ministry of Northern Development and Mines (MNDM) promotes northern economic and community development; and coordinates the delivery of programs and services in Northern Ontario. As the ministry responsible for the provincial minerals sector, MNDM enhances mineral sector competitiveness and ensures the sustainable development of Ontario's mineral resources. The vision of MNDM is of a Northern Ontario economy and provincial minerals sector that are healthy, competitive and sustainable.


DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH

Whitney Block
Rm 5630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)327-0633
Fax (416)327-0664
www.mndm.gov.on.ca
8:30 - 5:00 


The Communications Services Branch informs the public, client groups and the news media about the ministry's activities, coordinates central communications planning on behalf of the ministry, advises other branches on communications issues and provides strategic communications support to the Minister, Deputy Minister, Northern Ontario Heritage Fund Corporation and senior management. Activities include strategic planning, media relations, events coordination, briefing notes and contentious issues management, servicing public inquiries, editorial services, creative services brokering, translation services as well as coordinating the maintenance and development of the ministry's corporate Internet and Intranet sites.

VIDEOCONFERENCING SERVICES

Suite 606, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7111 (Ministry Coordinator)
Fax (416)325-4359 (Toronto)
Fax (705)564-7108 (Sudbury)
Fax (705)945-5932 (Sault Ste Marie)
8:30 - 5:00 


Videoconferencing Services provide face-to-face communication for individuals in different locations. A system of cameras, microphones and TV monitors connect the sites/locations providing real time audio and video feeds.

CORPORATE POLICY SECRETARIAT

Whitney Block
Rm 5630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)327-0633
Fax (416)327-0634
8:30 - 5:00 


The Corporate Policy Secretariat is responsible for coordinating the ministry's policy agenda and developing policy reporting to the Deputy Minister. The Secretariat gathers ongoing information/intelligence on the broad corporate policy environment, and assesses northern and mineral industry impacts of policies proposed by other ministries. The Corporate Policy Secretariat is also responsible for the Ministry's Freedom of Information and Protection of Privacy coordination and administration.

FREEDOM OF INFORMATION AND PRIVACY OFFICE

Whitney Block
Rm 5630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)327-0690
Fax (416)327-0634
8:30 - 5:00 


The Freedom of Information and Privacy Office (FOI), within the Corporate Policy Secretariat, coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act for the Ministry of Northern Development and Mines and the Northern Ontario Heritage Fund Corporation. The Office coordinates and responds to access requests from the public; deals with appeals and mediation processes; and ensures adherence to privacy provisions and other legislative requirements of the Act.

INTERNAL AUDIT SERVICES

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9210
Fax (416)314-9220
8:30 - 5:00 

Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor of the Internal Audit Division.


LEGAL SERVICES BRANCH

Macdonald Block
Rm M2-17, 900 Bay St
Toronto M7A 1C3
General Inquiry (416)327-0645
Fax (416)327-0646 

The Legal Services Branch provides legal services to ministry officials and staff in relation to ministry programs and services. This includes providing legal opinions and statutory interpretation; advice on aboriginal issues, freedom of information and privacy, conflict of interest, and


constitutional matters; preparation of contracts, regulations, legislation and other legal documents; and representing the ministry before tribunals.

CORPORATE MANAGEMENT DIVISION

Suite 704, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7438
Fax (705)564-7447
8:30 - 5:00 


The Corporate Management Division provides business planning advice and resource management services to enable the ministry to fulfill its mandate.

BUSINESS PLANNING BRANCH

Suite 705, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7438
Fax (705)564-7447
8:30 - 5:00 


The Business Planning Branch supports ministry management towards sound and informed decision-making on results-based and infrastructure planning, resource allocations, in-year fiscal management, transfer payment accountability, performance measures, program evaluation, and quality service. Staff provide corporate analysis, business consulting and budget management services to core businesses. It is also responsible for coordinating financial reporting for the ministry as required by the legislature and central agencies of the government.

CONTROLLERSHIP OFFICE

Suite 701-B, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7952
Fax (705)564-7954
8:30 - 5:00 


The Controllership Office designs and operates effective ministry management systems; maintains systems of delegated authority; provides training to ministry managers and administrators on administrative policies, procedures and support systems; establishes and monitors service and resolves service issues/disputes. It supports ministry executive where advice and counsel must recognize the goals of ministry programs and the realities of emerging corporate policy and fiscal priorities. It advises and assists ministry management in resolving complex financial and administrative management issues.

EXECUTIVE PROJECTS OFFICE

Ontario Government Bldg
Suite 332, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1577
Fax (807)475-1120
8:30 - 5:00 


The Executive Projects Office of the Corporate Management Division is an incubator for transformational corporate and ministry undertakings, typically in partnership with other Ontario Public Service Ministries, Federal Departments and community organizations. Examples of recent and ongoing activities include the Ontario Mineral Industry Cluster strategy and Knowledge Management.

HUMAN RESOURCES BRANCH

Suite 702, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7941
Fax (705)564-7942
8:30 - 5:00 


The Human Resources Branch supports the ministry in the achievement of its mandate and organizational goals through the provision of comprehensive and innovative human resources advice, policy direction, strategic planning, collective agreements interpretation, and expert services in areas such as: recruitment and selection; employment transition; performance and career management; succession planning and leadership development; organizational design; benefits administration; learning and development; job descriptions and classification; WDHP; health, safety and wellness; labour relations and conflict resolution; HR planning and business planning support; emergency measures and security; French language services. The HR Branch provides support to the Northern Inter-ministerial Council with respect to succession planning, leadership development and the Ontario Internship Program.

LAND AND RESOURCES CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY OFFICE

Robinson Pl
4th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-5547
(519)826-4357 (LRC Helpdesk)
Toll Free 1-800-440-6389 (LRC Help Desk)
Fax (705)755-5552
8:30 - 5:00 


The Land and Resources Cluster (LRC) delivers Information and Information Technology services to the Ministries of Agriculture and Food, Northern Development and Mines, Natural Resources, and Environment. Services provided by LRC include Application Development, Desktop Support, Helpdesk, Security, Technical, Application and Business Architecture, Information Management and Operations Support to all core business areas of the participating ministries. Additionally, LRC provides consulting and project management services for the implementation of new business applications.

BUSINESS SOLUTIONS SERVICES - NORTHERN DEVELOPMENT AND MINES

Suite 605, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7917
Fax (705)564-7919
8:30 - 5:00 


The Business Solutions Services assists the information gathering, access and distribution goals of the Ministry of Northern Development and Mines by providing the following services to the program areas: application business case development (feasibility studies), business process analysis and design, application system development and/or acquisition, application system implementations and application system support. With a focus on customer service, e-government initiatives and Land Resource Cluster activities and standards, Business Solutions Services provides leadership and expertise in GIS, database, computer application, system design and development and project management technologies and methodologies.

BUSINESS SOLUTIONS SERVICES - MINES AND MINERALS DIVISION

Willet Green Miller Ctr
Level B-4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5778
Fax (705)670-5754
8:30 - 5:00 


The Business Solutions Services assists the information gathering, access and distribution goals of the Mines and Minerals Division by providing the following services to the program areas: application business case development (feasibility studies), business process analysis and design, application system development and/or acquisition, application system implementations and application system support. With a focus on customer service, e-government initiatives and Land Resource Cluster activities and standards, Business Solutions Services provides leadership and expertise in GIS, database, computer application, system design and development and project management technologies and methodologies.

BUSINESS SOLUTIONS SERVICES - NORTHERN DEVELOPMENT DIVISION AND CORPORATE SYSTEMS

Suite 605, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7917
Fax (705)564-7919
8:30 - 5:00 


The Business Solutions Services - Northern Development Division and Corporate Systems provides business solutions and computer application development and support for the Northern Development Division and the Corporate Management Division.

MINES AND MINERALS DIVISION

Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5755
Fax (705)670-5818
www.mndm.gov.on.ca
8:30 - 5:00 

The Mines and Minerals Division focuses on the provision of basic geological information gathering and interpretation in support of Ontario's exploration, mine development and mining sectors and the administration of Ontario's Mining Act in a fair and consistent fashion. The Division also works with the industry to stimulate job creation, eliminate barriers to growth in the mining sector and reduce the regulatory burden on the industry. This is carried out through the Ontario Geological Survey and the Mineral Development and Lands Branch.


MINERAL DEVELOPMENT AND LANDS BRANCH

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5787
Fax (705)670-5803
8:30 - 4:30 

The Mineral Development and Lands Branch encourages, promotes and facilitates the sustained economic development of the province's mineral resources in an environmentally responsible


manner and provides orderly and equitable processes ensuring public access to Crown Mineral rights.

BUSINESS SOLUTIONS SERVICES

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5778
(519)826-4357 (LRC Help Desk)
Toll Free 1-888-415-9845
Fax (705)670-5754
8:30 - 5:00 


The Business Solutions Services assists the information gathering, access and distribution goals of the Mines and Minerals Division by providing the following services to the program areas: application business case development (feasibility studies), business process analysis and design, application system development and/or acquisition, application system implementations and application system support. With a focus on customer service, e-government initiatives and Land Resource Cluster activities and standards, Business Solutions Services provides leadership and expertise in GIS, database, computer application, system design and development and project management technologies and methodologies.

COMMODITIES PROGRAM

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5787
Fax (705)670-5803
8:30 - 4:30 


The Commodities Program identifies new opportunities to expand Ontario's industrial mineral and dimension stone industries by raising awareness of opportunities, market niches and opportunities for product differentiation, conducting feasibility studies and undertaking value-added research.

FINANCIAL ASSURANCE OFFICE

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5787
Fax (705)670-5803
8:30 - 4:30 

Financial Assurance Office assesses rehabilitation costs associated with mine closure or advanced exploration projects, negotiates adequate financial assurances with mine owners and manages these financial assets on behalf of the Province.

MINE REHABILITATION SECTION

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5815
Fax (705)670-5803
8:30 - 4:30 


The Mine Rehabilitation Section ensures that the mine sites in Ontario are developed, operated and closed out in a manner consistent with sound environmental and public safety closure designs and to limit accrual of public risk and liability. The staff audits closure plans as required under Part VII of the **Mining** Act as well as monitor and inspect rehabilitation works. Compliance activities are undertaken as required. This office is also responsible for monitoring and cataloguing all abandoned and inactive mine sites and mine hazards within the province. This work unit also provides for contingency planning for emergency situations related to inactive mine properties.

Services offered to the Public:

Abandoned Mines Information
Mine Closure Plans pursuant to Part VIII of the Mining Act

MINERAL DEVELOPMENT PROGRAM


The Mineral Development Program assists proponents with their exploration, advanced exploration or new mine development projects by: providing information and advice on permitting requirements; bringing proponents together with all relevant ministries in the early stages of project planning to discuss and facilitate permitting concerns; advising and assisting with public and First Nation consultation; and assisting with conflict resolution.

NORTHEAST - MINERAL
DEVELOPMENT OFFICE
Ontario Government Complex
Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1625
Fax (705)235-1620
8:30 - 5:00 

NORTHWEST - MINERAL
DEVELOPMENT OFFICE - THUNDER
BAY
Ontario Government Bldg
Suite B002, 435 James St S
Thunder Bay P7E 6E3
General Inquiry (807)475-1108
Fax (807)475-1112
8:30 - 5:00


SUDBURY - MINERAL DEVELOPMENT
Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5787
Fax (705)670-5803
8:30 - 4:30 

MINING LANDS SECTION

Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5841
Toll Free 1-888-415-9845
Fax (705)670-5863
8:30 - 5:00 

The role of the Mining Lands Section is to provide orderly and equitable processes that ensure public access to crown **mineral** rights for the exploration and potential development of mining lands. The section consists of the Provincial Recording Office, Geoscience Assessment Office, Disposition Office, **Land** Technical Services and program support services. The section has a field representation for client service in Red Lake, Thunder Bay, Timmins and Kirkland Lake.

GEOSCIENCE ASSESSMENT OFFICE


Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5893
Toll Free 1-888-415-9845 (Assessment Work Enquiries)
Fax (705)670-5881
Toll Free Fax 1-877-670-1555
8:30 - 5:00 

The **Geoscience Assessment** Office reviews assessment work submissions required by the **Mining** Act to keep mining **claims** in good standing. It determines if assessment work is eligible for recording, and ensures that good quality data from this assessment work goes into the provincial geoscience database. It records notice of intention to perform assessment work. The office processes distributions of assessment work from the reserve and claim bank. It determines eligibility of exploration expenditures. It maintains the industry standards for the evaluation of assessment work in a database. It also responds to inquiries about assessment work related issues and provides information, advice and assistance.

Services offered to the Public:

Administration of the Mining Act and Regulations

MINING LANDS DISPOSITIONS OFFICE


Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5847
Toll Free 1-888-415-9845
8:30 - 5:00 

Mining Lands Dispositions Office is responsible for administration and collection of Mining **Land** Tax, Mining Lease and **Licence** rentals. It maintains **databases** essential to the administration of all patented, leased and licensed Mining Lands in Ontario.

Services offered to the Public:

Consent to Transfer Leases and Licences
General Mining Land Information
Municipal Tax Sales
Tax and Rent Information

PROVINCIAL RECORDING OFFICE

Willet Green Miller Ctr
Level B3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5742
Toll Free 1-888-415-9845
Fax (705)670-5681
Toll Free Fax 1-877-670-1444
8:30 - 5:00 

Provincial Recording Office provides orderly and equitable processes for the administration and **registration** of **mining** lands in Ontario, and provides province-wide public computerized access to mining lands information through the internet.

Services offered to the Public:


- Application of legal principles to determine if documents are acceptable for filing*
- Claim Maps*
- Claim Tags/Line Post Tags*
- Client Number*
- Commissioner of Oaths under the Mining Act*
- Consultation services on Mining Act and Regulation*
- Disputes/Hearings on mining claim matters*
- Exclude time on unpatented claims for performance of work*
- Extensions of Time*
- Fax Service*
- Issue and Renewal of Prospectors Licence*
- MCI Services (Reports)*
- Maintenance and Access to Documents Filed Under the Mining Act*
- Preparation of Lease Requisitions*
- Recording of Claims*
- Relief from Forfeiture*
- Transfers of Recorded Mining Claims*

MINING LANDS CONSULTANTS


KIRKLAND LAKE

10 Government Rd E
Kirkland Lake P2N 1A8
General Inquiry (705)568-4521
Fax (705)568-4524
8:30 - 5:00


RED LAKE

Ontario Government Bldg
227 Howey St
PO Box 324
Red Lake P0V 2M0
General Inquiry (807)727-3284
Fax (807)727-3553
8:30 - 5:00 


THUNDER BAY

Ontario Government Bldg
Suite B002, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1311
Fax (807)475-1124
8:30 - 5:00 

TIMMINS


Ontario Government Complex E Wing
Hwy 101 E
PO BAG 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1600
Fax (705)235-1610
8:30 - 5:00 

ONTARIO GEOLOGICAL SURVEY - DIRECTOR'S OFFICE

Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5755
Fax (705)670-5818
8:30 - 5:00 

The Ontario Geological Survey (OGS) provides leadership in understanding of the geological framework of the province interpreted in terms of all provincial activities that make use of, or are affected by geology. The objectives of the OGS are to provide and promote a comprehensive inventory and understanding of the geological framework and processes in Ontario as a basis for provincial policy and planning in support of mineral exploration and development, and in support of public health and safety.

GEOSCIENCE LABORATORIES


Willet Green Miller Ctr
Level A4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5637
Toll Free 1-866-436-5227
Fax (705)670-3047
8:30 - 5:00 

The **Geoscience Laboratories** (Geo Labs) provides research quality geoanalytical data in support of the program of the Mines and **Minerals** Division and the minerals industry client groups. In particular, it provides a wide range of high quality mineralogical and elemental analytical services to the client group; advises prospectors and public; keeps pace with developments in geoanalytical methodologies and their applications; anticipates and responds to demands for improved procedures and develops capabilities accordingly; maintains a quality geoanalytical facility; and maintains a high profile with the international geoanalytical, geological and geochemical communities.

Services offered to the Public:

Geochemical Analyses
Geoscience Laboratories
Method Development
Mineralogical Services
Reference Material Production

INFORMATION AND MARKETING SERVICES


Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5838
Fax (705)670-5807
8:30 - 5:00 

The Information and Marketing Services main functions are: to play a lead role in developing and advocating initiatives to create an improved climate for **mineral investment**; to market mineral exploration and development opportunities and provide the division's services through its business arm "GEO Enterprises Ontario"; to collect, house and publish information on the provinces' geological resources and the mineral sector, and digital database warehouse.

Services offered to the Public:


GEO Enterprises Ontario
Geoscience Library
Publication Sales

DATABASE MANAGEMENT

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5702
Fax (705)670-5690 (Ontario Geological Survey)
8:30 - 5:00 


The Database Management Section provides digital data distribution for the Mines and Minerals Division by developing and maintaining digital information standards, procedures; operating digital data distribution channels; working with the identified data stewards to assure accuracy, completeness of the public digital databases of the division; and by managing a digital data warehouse.

MINES LIBRARY

Willet Green Miller Ctr
Level A3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5615
Fax (705)670-5770
8:30 - 5:00 


The Mines **Library** contains publications on **geology**, **mining** and **mineral** resources. Its holdings include reports of the Ontario Geological **Survey** (from 1891), the Geological Survey of Canada (from 1845), other provincial geological surveys, the U.S. Geological Survey and surveys from individual states, reports and **maps** for Precambrian regions of the world, selected texts on geochemistry, geophysics, engineering geology, mineral economics and related topics. Special indexes, bibliographies and abstracts enable the user to access the collection. The Mines Library subscribes to over 200 scientific journals and maintains a large collection of geological and aeromagnetic maps covering Ontario. Photocopies are provided at a nominal charge.

PUBLICATION SALES

Willet Green Miller Ctr
Level A3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5691
Toll Free 1-888-415-9845
Fax (705)670-5770
8:30 - 5:00 

The Publication Sales Outlet is responsible for the sale of all Mines and **Minerals** Division **publications**, including Ontario Geological Survey reports and maps. Mail, fax, and telephone orders should be directed to the sales outlet at 933 Ramsey Lake Road, Level A3, Sudbury, Ontario P3E 6B5. If you are ordering by mail or by fax, please call 1-888-415-9845 (toll-free inside Canada and the United States) to confirm the publication price and the amount of shipping charges. Provincial sales tax applies to map orders from Ontario residents. The federal Goods and Services Tax applies to all orders from Canadian residents. Use of VISA or MasterCard ensures the fastest possible service. Cheques or money orders should be made payable to the Minister of Finance.

PUBLICATION SERVICES

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5775
Fax (705)670-5690
8:30 - 5:00 

Publication Services is the publisher for the Ontario Geological Survey, editing and producing the results of the Survey's research in the form of reports and maps. The Interleaf text **publishing** system and Intergraph map publishing system enable publications to be distributed by the traditional offset printing method, by electronic distribution and through on-demand reproduction of hard copy. The electronic text and map files are being incorporated into the databases being constructed and managed by the Data Services Section. Publication Services is also responsible for the Publication Sales Office at the Willet Green Miller Centre in Sudbury.

PRECAMBRIAN GEOSCIENCE


Willet Green Miller Ctr
Level B7, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5758
Fax (705)670-5905
www.mndm.gov.on.ca/MNDM/MINES/OGS/mmdogse.htm
8:30 - 5:00 

The Precambrian Geoscience Section of the Ontario Geological **Survey** is responsible for the geological and geophysical mapping of the bedrock and **mineral** deposits of the Precambrian Shield. Geological and geophysical field surveys and studies are published as regional bedrock **geology** and geophysical **maps** and reports describing the geology of specific areas. Geological field investigations are also carried out on known mineral deposits and occurrences and the immediate surroundings. Airborne magnetic and electromagnetic geophysical data are maintained in digital and hardcopy format for analysis and distribution to clients.

Services offered to the Public:

Cooperative Bedrock Geological Program
Geophysics Program
Mineral Deposit Program
Precambrian Geology Program

RESIDENT GEOLOGIST PROGRAM

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5778
Toll Free 1-888-415-9845
Fax (705)670-5754
8:30 - 5:00 

Through a network of 10 offices strategically located across the province, the role of the OGS's Resident Geologist's Program is to monitor, stimulate and facilitate the sustainable development of Ontario's **mineral** resources by providing expert geological consultation and advisory services to promote and stimulate mineral exploration; generating and transferring new geoscientific data and ideas; maintaining and providing public access to **geoscience** databases and other resource materials; monitoring and reporting on mineral exploration and development activity and issues

affecting the minerals sector; providing input into **land use planning** issues to ensure continued access to high mineral potential areas, to maximize the land base available for mineral exploration and development, and to ensure public safety; and providing and/or participating in public forums to promote Ontario's minerals industry.

Services offered to the Public:

Access to Assessment Files

Access to and Use of Drill Core Library System

Access to and Use of Earth Resources and Mineral Exploration Web site (ERMES)

Access to and Use of Resident Geologist Office Library

Access to and Use of the Mineral Deposits Inventory Database

In-office and in-field Geological Consultation and Advisory Services

Mineral Resource Assessments

Resident Geologist Program Monthly/Yearly Report of Activity - Internet Based

REGIONAL LAND USE GEOLOGY

NORTHEAST

Ontario Government Complex


Hwy 101 E

PO Bag 3060

South Porcupine P0N 1H0

General Inquiry (705)235-1613

Fax (705)235-1620

8:30 - 5:00 

NORTHWEST


Ontario Government Bldg

Suite B002, 435 James St S

Thunder Bay P7E 6S7

General Inquiry (807)475-1368

Fax (807)475-1112

8:30 - 5:00 

SOUTHERN ONTARIO

Willet Green Miller Ctr

Level B6, 933 Ramsey Lake Rd

Sudbury P3E 6B5

General Inquiry (705)670-5737

Fax (705)670-5807

8:30 - 5:00

MINES AND MINERALS INFORMATION CENTRE


Macdonald Block

Rm M2-17, 900 Bay St

Toronto M7A 1C3

General Inquiry (416)314-3800

Fax (416)314-3797

8:15 - 4:30 

The Mines and **Minerals** Information Centre is open to the public. The Centre offers a reference **library**, access to the ERMES **database** (Earth Resources and Mineral Exploration webSite) and purchase of Ontario geological **maps** and reports. Staff is available to answer questions.

NORTHEAST REGIONAL OFFICE

Ontario Government Complex


Hwy 101 E

PO Bag 3060

South Porcupine P0N 1H0

General Inquiry (705)235-1615

Fax (705)235-1620

8:30 - 5:00 

KIRKLAND LAKE

10 Government Rd E

PO Box 100


Kirkland Lake P2N 3M6

General Inquiry (705)568-4520


Fax (705)568-4515

8:30 - 5:00


SAULT STE MARIE

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-6931
Fax (705)945-6935
8:30 - 5:00 


SOUTH PORCUPINE/TIMMINS

Ontario Government Complex
Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1615
Fax (705)235-1620
8:30 - 5:00 

SUDBURY

Willet Green Miller Ctr
Level B3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5735
Fax (705)670-5681
8:30 - 5:00 

SOUTHWESTERN ONTARIO - TORONTO

Macdonald Block
Rm M2-17, 900 Bay St
Toronto M7A 1C3
General Inquiry (416)314-3800
Fax (416)314-3797
8:30 - 5:00 

NORTHWEST REGIONAL OFFICE

Ontario Government Bldg
Suite B002, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1331
Fax (807)475-1112
8:30 - 5:00

SEDIMENTARY GEOSCIENCE


Willet Green Miller Ctr
Level B7, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5758
Fax (705)670-5905
www.mndm.gov.on.ca/MNDM/MINES/OGS/mmdogse.htm
8:30 - 5:00 

The Ontario Geological Survey, Sedimentary Geoscience Section provides mapping and geochemical investigation of Ontario's Surficial and Paleozoic-age materials and sediments within areas of high **mineral** potential in order to assist exploration and provide a framework for mineral development. This section has four key programs: Surficial Geochemical Program, Surficial Mapping and Sampling Program, Groundwater Mapping Program and the **Aggregate/Industrial Minerals** Program.


KENORA

Suite 104, 810 Robertson St
Kenora P9N 4J2
General Inquiry (807)468-2813
Fax (807)468-2930
8:30 - 5:00


RED LAKE

Ontario Government Bldg
227 Howey St
PO Box 324
Red Lake P0V 2M0
General Inquiry (807)727-3272
Fax (807)727-3553
8:30 - 5:00 


THUNDER BAY NORTH

Ontario Government Bldg
Suite B002, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1331
Fax (807)475-1112
8:30 - 5:00 

THUNDER BAY SOUTH

Ontario Government Bldg
Suite B002, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1331
Fax (807)475-1112
8:30 - 5:00 

SOUTHERN ONTARIO - TWEED

Old Troy Rd
Bag Service 43
Tweed K0K 3J0
General Inquiry (613)478-3161
Fax (613)478-2873
8:30 - 5:00 

Services offered to the Public:*Aggregate/Industrial Minerals Program**Groundwater Mapping Program**Surficial Geochemical Program**Surficial Mapping and Sampling Program*

NORTHERN DEVELOPMENT DIVISION

Roberta Bondar Pl


Suite 200, 70 Foster Dr

Sault Ste Marie P6A 6V8

General Inquiry (705)945-5900

Toll Free 1-800-461-2287

Fax (705)945-5931

8:30 - 5:00 

The Northern Development Division is comprised of the Regional Economic Development Branch, Trade and Investment Marketing Branch, Programs, Services and Transportation Branch and the Northern Ontario Heritage Fund Corporation. The division is responsible for promoting economic development for Northern Ontario and for the delivery of a variety of government programs and/or services in the north relating to community/regional economic development, transportation and community infrastructure.

NORTHERN ONTARIO HERITAGE FUND CORPORATION

Roberta Bondar Pl

Suite 200, 70 Foster Dr

Sault Ste Marie P6A 6V8

General Inquiry (705)945-6700


Toll Free 1-800-461-8329

Fax (705)945-6701 (Sault Ste. Marie)

Fax (416)327-0664 (Toronto)

Fax (705)564-7597 (Sudbury)


Fax (807)468-2930 (Kenora)

8:30 - 5:00 

The **Northern Ontario Heritage** Fund Corporation (NOHFC) has a mandate to improve Northern Ontario's **telecommunications** and community **infrastructure**, develop and market **tourism** projects, and support strategic partnerships which will stimulate a wide variety of economic opportunities across the North. Forms of assistance available through the NOHFC will include conditional contributions, forgivable performance loans, and incentive term loans. Contact the corporation's head office, or any Ministry of Northern Development and Mines office in the appropriate area.


Services offered to the Public:*Northern Ontario Heritage Fund Corporation*

PROGRAMS, SERVICES AND TRANSPORTATION BRANCH

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
(705)945-5904 (Delivery of Government Services)
(705)945-5929 (Programs & Transportation)
Fax (705)945-5931
8:30 - 5:00 


The Programs, Services and Transportation Branch is divided in two units. The Delivery of Government Services Unit which is staffed by Client Service Advisers, located in 33 communities across northern Ontario, who provide customer service by responding to front counter and telephone requests regarding federal and provincial programs. The Programs and Transportation Unit recommends policies and administers programs designed to address Northern needs and circumstances; evaluates existing and proposed initiatives, e.g., transportation; communicates special northern circumstances to other ministries; and identifies and addresses emerging northern issues. The Transportation Program is undertaken in cooperation with the Ontario Ministry of Transportation and the Ontario Northland Transportation Commission (ONTC) and includes a variety of programs directed towards the provision of capital infrastructure and passenger services.

DELIVERY OF GOVERNMENT SERVICES


Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5904
Toll Free 1-877-817-6636
Fax (705)945-5931
8:30 - 5:00 

The Delivery of Government Services unit (Government Information Centres) is staffed by Client Services Advisers located in 33 communities in **Northern Ontario**. The unit provides customer service support by responding to front counter and telephone requests for assistance/information regarding federal and provincial programs. Brochures on various federal and provincial programs are available. A toll free line for telephone inquiries from outlying areas will connect clients to the closest office. To find a Government Information Centre in the southern region of Ontario, look under Ministry of Consumer and Business Services.


NORTHEAST GOVERNMENT INFORMATION CENTRES

Suite 203, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-6822
Fax (705)494-4069
8:30 - 5:00 


BLIND RIVER

Ontario Government Bldg
62 Queen Ave
PO Box 760
Blind River P0R 1B0
General Inquiry (705)356-2226x266
Toll Free 1-877-817-6636
Fax (705)356-7441
8:30 - 5:00 

COCHRANE

2 Third Ave
PO Box 668
Cochrane P0L 1C0
General Inquiry (705)272-4274
Toll Free 1-877-817-6636
Fax (705)272-3489
8:30 - 5:00 

ELLIOT LAKE

50 Hillside Dr N
Elliot Lake P5A 1X4
General Inquiry (705)848-7133
Toll Free 1-877-817-6636
Fax (705)848-2408
8:30 - 5:00 

ESPANOLA


148 Fleming St

Espanola P5E 1R8

General Inquiry (705)869-1532

Toll Free 1-877-817-6636

Fax (705)869-5602

8:30 - 5:00 **GORE BAY**

35 Meredith St


PO Box 450

Gore Bay P0P 1H0

General Inquiry (705)282-2043

Toll Free 1-877-817-6636

Fax (705)282-2792

8:30 - 5:00 **HEARST**

613 Front St


PO Box 1688

Hearst P0L 1N0

General Inquiry (705)372-2211

Toll Free 1-877-817-6636

Fax (705)372-2391

8:30 - 5:00 **HUNTSVILLE**

207 Main St W


Huntsville P1H 1Z9

General Inquiry (705)789-4616

General Inquiry (705)789-4806

Toll Free 1-877-817-6636

Fax (705)789-9533

8:30 - 5:00 **IROQUOIS FALLS**

260 Main St


PO Box 460

Iroquois Falls P0K 1G0

General Inquiry (705)232-4001

Toll Free 1-877-817-6636

Fax (705)232-6553

8:30 - 5:00 **KAPUSKASING**

Ontario Government Bldg

West Rd


RR 2

Kapuskasing P5N 2X8

General Inquiry (705)335-6008

Toll Free 1-877-817-6636

Fax (705)335-8765

8:30 - 5:00 **KIRKLAND LAKE**

10 Government Rd E


PO Box 100

Kirkland Lake P2N 3M6

General Inquiry (705)568-4511

Toll Free 1-877-817-6636

Fax (705)568-4515

8:30 - 5:00 **MOOSONEE**

Ontario Government Bldg

Revillion Rd N


PO Box 307

Moosonee P0L 1Y0

General Inquiry (705)336-2991

Toll Free 1-877-817-6636

Fax (705)336-2983

8:30 - 5:00 **NEW LISKEARD**

280 Armstrong St


PO Box 6002

New Liskeard P0J 1P0

General Inquiry (705)647-7391

Toll Free 1-877-817-6636

Fax (705)647-7993

8:30 - 5:00 **NORTH BAY**


Suite 111, 447 McKeown Ave

North Bay P1B 9S9

General Inquiry (705)497-6822

Toll Free 1-877-817-6636

Fax (705)497-5544

8:30 - 5:00 **PARRY SOUND**

Ontario Government Bldg Complex


7 Bay St

Parry Sound P2A 1S4

General Inquiry (705)773-4216

Toll Free 1-877-817-6636

Fax (705)746-8828

8:30 - 5:00 **SOUTH PORCUPINE**

Ontario Government Complex

Hwy 101 E


PO Bag 3060

South Porcupine P0N 1H0

(705)235-1667 (Timmins)

Toll Free 1-877-817-6636

Fax (705)235-1668

8:30 - 5:00 

STURGEON FALLS

Unit 8, 94A King St
Sturgeon Falls P2B 2Z5
General Inquiry (705)753-2900
Toll Free 1-877-817-6636
Fax (705)753-2717
8:45 - 4:45 ♿

SUDBURY

Suite 103, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-0061
General Inquiry (705)564-0060
Toll Free 1-877-817-6636
Fax (705)564-0063
8:30 - 5:00 ♿

**NORTHWEST GOVERNMENT
INFORMATION CENTRES**

Ontario Government Bldg
Suite 332, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1425
Fax (807)475-1589
8:30 - 5:00 ♿

ATIKOKAN

108 Saturn Ave
PO Box 940
Atikokan P0T 1C0
General Inquiry (807)597-2701
Toll Free 1-877-817-6636
Fax (807)597-6185
8:30 - 5:00 ♿

CHAPLEAU

190 Cherry St
PO Box 488
Chapleau P0M 1K0
General Inquiry (705)864-1515
Toll Free 1-877-817-6636
Fax (705)864-0681
8:30 - 5:00 ♿

DRYDEN

2nd Flr, 479 Government Rd
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-8500
Toll Free 1-877-817-6636
Fax (807)223-8502
8:30 - 5:00 ♿

FORT FRANCES

922 Scott St
Fort Frances P9A 1J4
General Inquiry (807)274-5329
General Inquiry (807)274-8611
Toll Free 1-877-817-6636
Fax (807)274-4438
8:30 - 5:00 ♿

GERALDTON

208 Beamish Ave W
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-0266
General Inquiry (807)854-1030
Toll Free 1-877-817-6636
Fax (807)854-0335
8:30 - 5:00 ♿

IGNACE

Hwy 599 at Hwy 17
PO Box 196
Ignace P0T 1T0
General Inquiry (807)934-2260
Toll Free 1-877-817-6636
Fax (807)934-2609
8:30 - 5:00 ♿

KENORA

Suite 104, 810 Robertson St
Kenora P9N 4J2
General Inquiry (807)468-2803
Toll Free 1-877-817-6636
Fax (807)468-2941
8:30 - 5:00 ♿

MANITOUWADGE

40 Manitou Rd
PO Box 1168
Manitouwadge P0T 2C0
General Inquiry (807)826-1149x249 (Open
Tues - Thursday 10:00am-3:00pm)
Toll Free 1-877-817-6636
Fax (807)826-4031
11:00 - 3:00 ♿

MARATHON

Suite 105, 52 Peninsula Rd
PO Box 280
Marathon P0T 2E0
General Inquiry (807)229-1153
Toll Free 1-877-817-6636
Fax (807)229-1592
8:30 - 5:00 ♿

NIPIGON

5 Wadsworth Dr

PO Box 8


Nipigon P0T 2J0

General Inquiry (807)887-3230

General Inquiry (807)887-5000

Toll Free 1-877-817-6636

Fax (807)887-2993

8:30 - 5:00 **RAINY RIVER**

408 Atwood Ave


PO Box 430

Rainy River P0W 1L0

General Inquiry (807)852-3287

Toll Free 1-877-817-6636

Fax (807)852-3938

8:45 - 4:45 **RED LAKE**

227 Howey St


PO Box 950

Red Lake P0V 2M0

General Inquiry (807)727-2870

Toll Free 1-877-817-6636

Fax (807)727-2946

8:30 - 5:00 **SAULT STE MARIE**

Roberta Bondar Pl

Suite 110, 70 Foster Dr


Sault Ste Marie P6A 6V4

General Inquiry (705)945-5877

General Inquiry (705)945-5825

Toll Free 1-877-817-6636

Fax (705)945-5958

8:30 - 5:00 **SIOUX LOOKOUT**

62 Queen St


PO Box 147

Sioux Lookout P8T 1A2

General Inquiry (807)737-1318

Toll Free 1-877-817-6636

Fax (807)737-3419

8:30 - 5:00 **THUNDER BAY**

Ontario Government Bldg

Suite 114, 435 James St S


Thunder Bay P7E 6S7

General Inquiry (807)475-1425

General Inquiry (807)473-3126

Toll Free 1-877-817-6636

Fax (807)475-1763

8:30 - 5:00 **WAWA**


160 Mission Rd

Wawa P0S 1K0

General Inquiry (705)856-2354

Toll Free 1-877-817-6636

Fax (705)856-7511

8:30 - 5:00 **PROGRAMS AND TRANSPORTATION**

Roberta Bondar Pl


Suite 200, 70 Foster Dr

Sault Ste Marie P6A 6V8

General Inquiry (705)945-5929

Fax (705)945-5931

Fax (705)564-7597 (Sudbury)

8:30 - 5:00 

Programs and Transportation unit recommends policies and programs designed to address Northern needs and circumstances; evaluates existing and proposed initiatives, e.g., transportation; communicates special northern circumstances to other ministries; and identifies and addresses emerging northern issues. The Transportation Program is undertaken in cooperation with the Ontario Ministry of Transportation, the Ontario Northland Transportation Commission (ONTC) and the Owen Sound Transportation Commission (OSTC). The Transportation Program includes a variety of programs directed towards the provision of capital infrastructure and passenger services.

Services offered to the Public:*Access Roads**Local Roads Boards**Logistics Consulting**Northern Highways Program**Winter Roads***REGIONAL ECONOMIC DEVELOPMENT BRANCH**


Suite 601, 159 Cedar St

Sudbury P3E 6A5

General Inquiry (705)564-7579

Fax (705)564-7583

Fax (705)564-7582 (Director's Office)


www.mndm.gov.on.ca/mndm/nordev/redb/default_e.asp8:30 - 5:00 

The Regional Economic Development Branch is comprised of six integrated area teams and the Coordination and Analysis Unit. The area teams are the focal point for service delivery in the key economic sectors of the North. Located throughout Northern Ontario, the teams provide clients with one-stop access to economic development services. The Coordination and Analysis Unit coordinates input from the area teams, liaises with line ministries, undertakes research and analysis on broad economic trends and pan-northern initiatives. The integrated approach allows MNDM to effectively support economic development initiatives in the north by providing a wide range of products and services. This branch is also responsible for the administration of eight Enterprise Centres located throughout the north.


Services offered to the Public:*Business Consulting Services**Business Retention And Expansion**Connect Ontario: Broadband Regional Access**Health Professionals Recruitment Tour**Investment Readiness Test**Local Services Boards**Millennium Partnerships**Northern Ontario Heritage Fund**Ontario Small Town and Rural Development Initiative**Prosperity Partnerships Fund**Resource-Based Tourism Licensing**Rural Economic Development Program**Small Business Enterprise Centres**Sports, Culture and Tourism Partnerships**Strategic Skills Investment**Summer Jobs Service**Support to Agricultural and Horticultural Societies**Veterinary Assistance Program**Violence Against Women Prevention Initiative-Northern Ontario Grants***AREA TEAMS**

The Area Teams are the focal point for service delivery in the key economic sectors of the North. Located throughout **Northern Ontario**, the teams provide clients with one-stop access to economic development services.


KENORA AND AREA

Suite 104, 810 Robertson St
Kenora P9N 4J2
 General Inquiry (807)468-2937
 Fax (807)468-2930
 Fax (807)468-2930 (NDO Kenora)
 Fax (807)727-2946 (Red Lake)
 Fax (807)737-3419 (Sioux Lookout)
 Fax (807)274-4438 (Rainy River)
 Fax (807)223-8502 (Dryden)
 Fax (807)274-4438 (Fort Frances)
 Fax (807)934-2304 (Ignace)
 8:30 - 5:00 


NORTH BAY AND AREA

Suite 203, 447 McKeown Ave
North Bay P1B 9S9
 General Inquiry (705)494-4045
 Fax (705)788-9775 (Huntsville)
 Fax (705)647-7993 (New Liskeard)
 Fax (705)494-4069
 8:30 - 5:00 


SAULT STE MARIE AND AREA

Roberta Bondar Pl
 Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
 General Inquiry (705)945-5914
 Fax (705)945-5931
 Fax (705)356-7441 (Blind River)
 Fax (705)864-0681 (Chapleau)
 Fax (705)856-7511 (Wawa)
 Fax (705)848-2408 (Elliot Lake)
 8:30 - 5:00 


SUDBURY AND AREA

Suite 601, 159 Cedar St
Sudbury P3E 6A5
 General Inquiry (705)564-7517
 Fax (705)282-2792 (Gore Bay)
 Fax (705)869-5602 (Espanola)
 Fax (705)564-7583
 Fax (705)746-8828 (Parry Sound)
 8:30 - 5:00 


THUNDER BAY AND AREA

Ontario Government Bldg
 Suite 332, 435 James St S
Thunder Bay P7E 6S7
 General Inquiry (807)475-1648
 Fax (807)475-1589
 Fax (807)597-6185 (Atikokan)
 Fax (807)229-1592 (Marathon)
 Fax (807)887-2993 (Nipigon)
 Fax (807)854-0335 (Geraldton)
 Fax (807)826-4592 (Manitouwadge)
 8:30 - 5:00 

TIMMINS AND AREA

Ontario Government Complex E Wing
 Hwy 101 E
 PO Bag 3060
South Porcupine P0N 1H0
 General Inquiry (705)235-1664
 Fax (705)568-4515 (Kirkland Lake)
 Fax (705)235-1660
 Fax (705)272-3489 (Cochrane)
 Fax (705)232-6553 (Iroquois Falls)
 Fax (705)335-8765 (Kapuskasing)
 Fax (705)336-2983 (Moosonee)
 Fax (705)372-2391 (Hearst)
 8:30 - 5:00 

COORDINATION AND ANALYSIS UNIT

Suite 601, 159 Cedar St
 Sudbury P3E 6A5
 General Inquiry (705)564-7525
 Fax (705)564-7583
 8:30 - 5:00 

The Coordination and Analysis Unit coordinates input from the area teams, liaises with line ministries, undertakes research and analysis on broad economic trends and pan-northern initiatives.

SMALL BUSINESS ENTERPRISE CENTRES

Small **Business** Enterprise Centres (SBECs) focus on providing support to start-up and small enterprises during their first through fifth years of operation. Entrepreneurs are provided with easy access to business consulting services and information covering management, marketing, technology and financing. The Ministry of Northern Development and Mines (MNDM) on behalf of the Ministry of Economic Development and Trade, supports 8 SBECs in Northern Ontario in

the following communities: Thunder Bay, North Bay, Haileybury, Timmins, Kenora, Huntsville, Sudbury and Sault Ste. Marie.

ENTERPRISE CENTRE SAULT STE MARIE

3rd Flr, 99 Foster Dr
Sault Ste Marie P6A 5X6
 General Inquiry (705)759-5461
 Toll Free 1-800-565-4507
 Fax (705)759-2185
 8:30 - 4:30 ♿

ENTERPRISE TEMISKAMING

467 Ferguson Ave
 PO Box 339
Haileybury P0J 1K0
 General Inquiry (705)672-5155
 Toll Free 1-800-361-2281
 Fax (705)672-5959
 8:30 - 4:30 ♿

MUSKOKA ENTERPRISE CENTRE

37 Main St E
Huntsville P1H 1A1
 General Inquiry (705)789-1751x2256
 Toll Free 1-888-696-4255
 Fax (705)789-6689
 8:30 - 4:30 ♿

NORTHWESTERN BUSINESS CENTRE

227 1/2 Second St S
Kenora P9N 1G1
 General Inquiry (807)467-4643
 Fax (807)467-4645
 8:00 - 4:00 ♿

SUDBURY REGIONAL BUSINESS CENTRE

Tom Davies Sq
 200 Brady St
Sudbury P3E 5K3
 General Inquiry (705)674-4455x4607
 Toll Free 1-800-668-7582
 Fax (705)673-7722
 8:30 - 4:30 ♿

THE BUSINESS CENTRE - NIPISSING/PARRY SOUND

4th Flr, 200 McIntyre St E
 PO Box 360
North Bay P1B 8H8
 General Inquiry (705)474-0400x425
 Toll Free 1-800-465-6892
 Fax (705)474-4493
 8:30 - 4:30 ♿

THE BUSINESS ENTERPRISE CENTER

54 Spruce St S
Timmins P4N 2M5
 General Inquiry (705)360-8482
 Toll Free 1-800-461-2936
 Fax (705)360-1394
 8:30 - 4:30 ♿

THUNDER BAY DISTRICT ENTREPRENEUR CENTRE

Victoriaville Civic Ctr
 2nd Flr, 111 Syndicate Ave S
 PO Box 800
Thunder Bay P7C 5K4
 General Inquiry (807)625-3972
 Toll Free 1-800-668-9360
 Fax (807)623-3962
 8:30 - 4:30 ♿

TRADE AND INVESTMENT MARKETING


Roberta Bondar Pl
 Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
 General Inquiry (705)945-5904
 Fax (705)945-5931
 Fax (807)475-1589 (Thunder Bay)
 Fax (705)564-7597 (Sudbury)
 8:30 - 5:00 ♿

Trade and Investment Marketing works closely with northern businesses, economic development practitioners and agencies, and other levels of government to: put **northern Ontario** on the map with investors and buyers in industry sectors and geographic markets important to northern Ontario; promote the goods and services of northern Ontario; market northern Ontario as a good place to

live, invest and do business; to identify key sectors and activities to further northern Ontario trade and investment; and organize and participate in trade shows, conferences and missions.


AGENCIES, BOARDS AND COMMISSIONS

ONTARIO NORTHLAND TRANSPORTATION COMMISSION

555 Oak St E
North Bay P1B 8L3
General Inquiry (705)472-4500
Fax (705)472-4267
www.ontc.on.ca
7:30 - 5:00 

The Ontario Northland **Transportation** Commission (ONTC), a Crown agency in the province of Ontario, is responsible to government through the Ministry of Northern Development and Mines. Its goal is to provide transportation and telecommunication services including rail, bus, **ferry**, for passengers and **freight**. **Rail** passenger services include the Polar Bear Express between Cochrane and Moosonee, the Northlander between Toronto and Cochrane with connector **bus** service to Timmins and Hearst, and the Little Bear, a mixed passenger-freight train between Cochrane and Moosonee. The ONTC provides a barge service between Moosonee and Moose Factory Island.

THE OWEN SOUND TRANSPORTATION COMPANY, LIMITED


Hwy 6 & 21
RR 5
Owen Sound N4K 5N7
General Inquiry (519)376-8740
Other 1-800-265-3163 (Ferry Reservations (hours 7:00am-10:00pm, May to October))
www.chicheemaun.com
8:30 - 4:30 

The Owen Sound **Transportation** Company, Limited (OSTC), an Operational Agency Enterprise in the province of Ontario, is responsible to government through the Ministry of Northern Development and Mines. Its goal is to provide vehicle/passenger **ferry** transportation in the province of Ontario. Ferry services owned and operated by OSTC include the M.S. Chi-Cheemaun between Tobermory and Manitoulin Island. OSTC also provides contract operation of the Pelee Island Ferry service for the Ontario Ministry of Transportation.

ACTS

Mining Act
Ministry of Northern Development and Mines Act
Northern Ontario Heritage Fund Act
Northern Services Boards Act
Ontario Mineral Exploration Act
Ontario Northland Transportation Commission Act
Professional Geoscientists Act, 2000


MINISTRY OF PUBLIC INFRASTRUCTURE RENEWAL

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-0424
Fax (416)325-8851
www.pir.gov.on.ca
8:30 - 5:00 

The Ministry of Public Infrastructure Renewal (PIR) is the central agency responsible for managing infrastructure planning and priority setting. It works with line ministries to ensure that the government's investments deliver the results intended. In addition, the ministry is responsible for collaborating with line ministries to develop growth management policy through Smart Growth. As well, Public Infrastructure Renewal is accountable for delivering the government's Affordable Housing Program.


DEPUTY MINISTER'S OFFICE

COMMUNICATIONS

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-0424
Fax (416)325-8440
www.pir.gov.on.ca 


The Communications Branch provides strategic communications advice and planning to the Minister of Public Infrastructure Renewal, the Deputy, and all ministry divisions. The services include: communications planning for ministry programs, policies and initiatives; issues management; developing communications policies for the ministry; responding to public and media enquiries; advertising strategies and implementation; news releases; event planning; media monitoring and analysis; Web planning and implementation; stakeholder relations; communications evaluation and speeches. It also tracks and coordinates responses to all ministerial correspondence.

AFFORDABLE HOUSING

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6277
Fax (416)585-6800 


The Canada-Ontario Affordable **Housing** Program is a federal-provincial cost shared program which provides one time capital funding to affordable housing projects throughout the Province of Ontario. The Housing Supply and Affordability Unit undertakes research and analysis to provide the policy framework that assists the government in designing and delivering initiatives to promote a healthy and efficient housing market in Ontario.

INFRASTRUCTURE FINANCING AND PROCUREMENT DIVISION

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-0424
Fax (416)325-4920
Fax (416)325-8851
www.pir.gov.on.ca 


The Infrastructure Financing and Procurement Division provides strategic analysis, advice, and decision support for procurement, financing, project management and evaluation of public infrastructure investments by the government. The division leads the development of long-term sustainable procurement and financing options, including new models, increased direct investment by governments, and innovation in financing.

INFRASTRUCTURE STRATEGIES DIVISION

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-0424
Fax (416)325-8851
www.pir.gov.on.ca 

The **Infrastructure** Strategies Division provides strategic policy development and analysis for planning and managing the government's investments in public infrastructure. In consultation with central agencies, and working with capital ministries, the division manages the government's infrastructure planning process and in-year capital expenditures and develops the government's multi-year provincial infrastructure plan. The division also works with federal and municipal levels of government in identifying infrastructure priorities across the province.

SMART GROWTH SECRETARIAT

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6746
Fax (416)585-7639
www.smartgrowth.gov.on.ca
9:00 - 5:00 

The Smart Growth Secretariat provides leadership in the development of a growth management agenda. Smart Growth will result in integrated decision-making that brings together all levels of government and other stakeholders on issues such as transportation, infrastructure, land use, the environment, housing and public investment to create a higher quality of life.

ACTS

Toronto Waterfront Revitalization Corporation Act, 2002, S.O. 2002, c.28

MINISTRY OF TOURISM AND RECREATION

Hearst Block

9th Flr, 900 Bay St

Toronto M7A 2E1

General Inquiry (416)326-9326

Toll Free 1-800-668-2746 (Ontario Travel Information)

www.tourism.gov.on.ca 

In partnership with tourism, sport and recreation sectors, the Ministry of Tourism and Recreation supports delivery of high quality tourism and recreation experiences to Ontarians and visitors to Ontario. Promoting a sustainable, customer-focused tourism industry and a more physically active population helps improve our quality of life, increase pride in our communities, and increase economic growth.

DEPUTY MINISTER'S OFFICE


COMMUNICATIONS BRANCH

Hearst Block

9th Flr, 900 Bay St

Toronto M7A 2E1

General Inquiry (416)326-9326

Fax (416)325-5968 

Reporting to the Deputy Minister, the Communications Branch provides leadership in communicating the ministry's programs and policies related to its core businesses and to the government's corporate communications agenda. The branch supports the Minister, Deputy Minister and senior ministry staff in handling contentious issues, in responding to public inquiries, in evaluating and implementing communication plans. The branch also advises on, and organizes the Minister's, Parliamentary Assistant's and Deputy Minister's participation in public events. The Communications Branch is also responsible for the publication of news releases, internet sites, and the hosting of special events and announcements related to the ministry's core businesses.

CORPORATE POLICY UNIT


Ferguson Block

9th Flr, 77 Wellesley St W

Toronto M7A 1N3


General Inquiry (416)325-8292

Fax (416)325-8568

8:45 - 5:00 


The Corporate Policy Unit provides the Ministers and Deputy Ministers with high-quality and timely policy advice on Cabinet and senior committee agendas and related business. The unit leads the review and analysis of Cabinet submissions, legislation and policy proposals initiated by other ministries to identify, evaluate and develop recommendations on potential impact on ministries' policies, programs and clients. The unit acts as the primary Ministry of Culture and Ministry of Tourism and Recreation contact with Cabinet Office on Cabinet agenda issues and works with the ministry staff to develop quality submissions that meet central agency requirements for policy and communications analysis. The unit liaises with other ministries and participates on inter-ministerial committees to represent the Ministry of Culture and the Ministry of Tourism and Recreation's policy positions.

INTERNAL AUDIT SERVICES

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6560
Fax (416)585-7377
8:30 - 4:45 


Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor in the Internal Audit Division.

INVESTMENT AND DEVELOPMENT OFFICE

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-6894
Fax (416)327-2506 

The mandate of the Investment and Development Office (IDO) is to increase Ontario's competitiveness by supporting new product development and investment in Ontario's tourism and recreation sector. In addition, IDO administers the Sport, Culture and Tourism Partnership Program. IDO is also responsible for the management of 18 Travel Information Centres located throughout the province.

ONTARIO TRAVEL INFORMATION CENTRES

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry 1-800-567-1140
Fax (705)725-7285 

The ministry operates 18 **Travel** Information Centres (11 year-round and 7 seasonal). Of the 18 travel centres, 13 are located at US/Canada border crossings and high traffic areas. The mission of the Travel Information Centres is to work in partnership with the regions and tourism industry of Ontario to provide comprehensive, customized tourism information, that meet the individual needs of the tourists. Each centre, regardless of the region it is located within, promotes the entire province and the full range of tourism resources. The purpose of the centres is to act as information portals to provide visitors travelling to and within Ontario with in-market information. The centres encourage visitors to enhance their Ontario tourism experience by visiting local attractions, travelling to other regions, extending the length of their stay, increasing their spending and planning repeat visits.

CENTRAL, EASTERN, NORTHERN REGION TRAVEL CENTRES**CENTRAL REGION****BARRIE TRAVEL INFORMATION CENTRE**

21 Molson Park Dr E

Barrie L4N 9A9


General Inquiry (705)725-7280

Toll Free 1-800-668-2746 (Alpine &

X-Country Ski Reports Dec - Apr;

Campground Vacancy Reports Jul - Aug;

Spring Blossoms)

Fax (705)725-7285 **TORONTO (EATON CENTRE) TRAVEL INFORMATION CENTRE**


Eaton Ctr

Level 1, 220 Yonge St

PO Box 104

Toronto M5B 2H1


Toll Free 1-800-668-2746

Fax (416)314-5901 **EASTERN REGION****CORNWALL TRAVEL INFORMATION CENTRE**

903 Brookdale Ave

Cornwall K6J 4P3

General Inquiry (613)933-2420


Fax (613)933-3387 **HAWKESBURY TRAVEL INFORMATION CENTRE (SEASONAL)**

777 Hwy 417

RR 1

Chute a Blondeau K0B 1B0

General Inquiry (613)674-2000 (May 15 - Thanksgiving)

Fax (613)674-2689 **HILL ISLAND (LANSDOWNE) TRAVEL INFORMATION CENTRE (SEASONAL)**

700 Hwy 137

RR 1 (Lansdowne)

Hill Island K0E 1L0

General Inquiry (613)659-2108 (May 15 - Thanksgiving)


Fax (613)659-2102 **LANCASTER TRAVEL INFORMATION CENTRE (SEASONAL)**

20806 County Rd 2 & Hwy 401

RR 1

Lancaster K0C 1N0

General Inquiry (613)347-3498 (May 15 - Thanksgiving)


Fax (613)347-3435 **PRESCOTT TRAVEL INFORMATION CENTRE (SEASONAL)**

1033 Hwy 16 (at US/Canada border)

PO Box 1600

Prescott K0E 1T0


General Inquiry (613)925-3346 (May 15 - Thanksgiving)

Fax (613)925-1462 **NORTHERN REGION****FORT FRANCES TRAVEL INFORMATION CENTRE**

400 Central Ave

Fort Frances P9A 1X8

General Inquiry (807)274-7566

Fax (807)274-7870 **KENORA TRAVEL INFORMATION CENTRE (SEASONAL)**


Ontario/Manitoba Border

Hwy 17

GD

Keewatin P0X 1C0

General Inquiry (807)468-2495 (May 15 - Labour Day)


Fax (204)349-8339 **PIGEON RIVER TRAVEL INFORMATION CENTRE (SEASONAL)**

7671 Hwy 61

RR 7 Pigeon River

Thunder Bay P7C 5V5

General Inquiry (807)964-2094 (May 15 - Thanksgiving)


Fax (807)964-2029 **RAINY RIVER TRAVEL INFORMATION CENTRE (SEASONAL)**


301 Atwood Ave

PO Box 100

Rainy River P0W 1L0


General Inquiry (807)852-4449 (May 15 - Labour Day)

Fax (807)852-3124 


SAULT STE MARIE TRAVEL
INFORMATION CENTRE
261 Queen St W
Sault Ste Marie P6A 1A3
General Inquiry (705)945-6941
Fax (705)945-6943 

NIAGARA, SOUTHWESTERN REGION TRAVEL CENTRES


NIAGARA REGION


FORT ERIE TRAVEL INFORMATION
CENTRE
Unit 1, 350 Bertie St
Fort Erie L2A 6S6
General Inquiry (905)871-3505
Fax (905)871-6461 


NIAGARA FALLS TRAVEL
INFORMATION CENTRE
5355 Stanley Ave
Niagara Falls L2E 7C2
General Inquiry (905)358-3221
Fax (905)358-6441 

ST CATHARINES TRAVEL
INFORMATION CENTRE
RR 4
Niagara-on-the-Lake L0S 1J0
General Inquiry (905)684-6354
Fax (905)684-3634 

SOUTHWESTERN REGION

SARNIA TRAVEL INFORMATION
CENTRE
1415 Venetian Blvd
Sarnia N7T 7W7
General Inquiry (519)344-7403
Fax (519)332-4576 

WINDSOR HURON TRAVEL
INFORMATION CENTRE
1235 Huron Church Rd
Windsor N9C 2K6
General Inquiry (519)973-1310
Fax (519)973-1313 


WINDSOR PARK TRAVEL
INFORMATION CENTRE
110 Park St E
Windsor N9A 3A9
General Inquiry (519)973-1338
Fax (519)973-1341 

PRODUCT DEVELOPMENT AND INVESTMENT SERVICES

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-6894
Fax (416)327-2506 

Product Development and **Investment** Services facilitates the development of market-ready tourism experiences by gathering market intelligence, conducting pilot projects, supporting municipal economic development and partnering with industry, government, agencies and organizations to implement tourism plans and development projects. The investment services' role includes identifying municipal tourism investment opportunities and promoting Ontario as a place to invest in tourism.

SPORTS, CULTURE AND TOURISM PARTNERSHIPS SECRETARIAT

LuCliff Pl
15th Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)314-1961
Toll Free 1-866-219-5001
Fax (416)314-1382
www.pir.gov.on.ca
8:30 - 4:30 


Sports, Culture and Tourism Partnerships Secretariat (SCTP) recognizes the important contribution that sport, culture and tourism facilities make to Ontario's economic prosperity and high standard of living. The Secretariat manages the **funding** program which is available to assist sport, culture and tourism infrastructure across the province with maintenance, upgrades, and in some cases expansion. For more information please contact www.pir.gov.on.ca.

KITCHENER OFFICE
Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632

THUNDER BAY OFFICE
Suite 334, 435 James St S
Thunder Bay P7E 6S7
Toll Free 1-800-465-6861
Fax (807)475-1297


OTTAWA OFFICE
1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
Toll Free 1-800-267-9340
Fax (613)742-5300

TOURISM REVITALIZATION OFFICE

5th Flr, 880 Bay St
Toronto M7A 1N8
General Inquiry (416)212-6754
Fax (416)212-6755
www.tourism.gov.on.ca 

The **Tourism** Revitalization Office is responsible for the administration, **funding** and communications of the province's Tourism Revitalization Program. The office works in partnership with the tourism industry to rebuild Ontario's markets domestically, in the U.S. and overseas, and to renew Toronto and Ontario's reputation as premier, four-season vacation destinations. Program includes: Destination Marketing Partnership Fund; Event Marketing and Development Fund; Cultural Tourism Marketing Program; and Convention Development Fund.


REGIONAL AND CORPORATE SERVICES DIVISION

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7311
Fax (416)314-7313
8:30 - 4:45 

The Regional and Corporate Services Division provides legal, financial, human resources and administrative services and advice to Deputy Ministers and program divisions of the Ministry of Citizenship and Immigration, Ministry of Culture and Ministry of Tourism and Recreation as required, for the efficient operation of each ministry. It also provides regional support services to the ministries' program areas of tourism, culture, citizenship, seniors, women, and sport and recreation. This includes the coordination of specialized systems and technical support and the development and implementation of the ministries' management improvement initiatives. It


executes a number of control functions and services as the ministries' liaison with Management Board of Cabinet.

CORPORATE RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6136
Fax (416)314-4968
8:30 - 4:45 


The Corporate Resources Branch provides advice on business and fiscal planning, accounting, modern controllership, facilities management, and related financial and administrative matters to the Ministry of Citizenship and Immigration, Ministry of Culture, and Ministry of Tourism and Recreation. The Facilities, Information and Records Management Unit is responsible for facilities and assets management, Freedom of Information/Protection of Privacy, print services, and records management. The Business and Fiscal Planning Unit is responsible for budget management, financial analysis and business planning. The Accounting and Controllership Unit is responsible for financial systems and reporting, modern controllership and service management.

FREEDOM OF INFORMATION/PROTECTION OF PRIVACY UNIT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7094
Fax (416)314-7722
8:00 - 4:30 


The Freedom of Information/Protection of Privacy Unit administers the Freedom of Information and Protection of Privacy Act within the Ministry of Citizenship and Immigration, Ministry of Culture and Ministry of Tourism and Recreation. Assistance to the public in locating certain records or processing requests is available from the Freedom of Information/Protection of Privacy Office. Services provided to the public include various bilingual publications such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation and brochures explaining the freedom of information and privacy legislation.

HUMAN RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6078
Fax (416)325-6371
8:30 - 4:45 


Human Resources Branch provides strategic consulting and human resource planning services to executive and line managers. It provides interpretation and advice on human resource policies and procedures, collective agreement administration, health and safety services, position classification, recruitment, organizational design, human resources planning and learning services, and French language services for the Ministry of Citizenship and Immigration, Ministry of Culture and Ministry of Tourism and Recreation. In addition, it coordinates the Ontario Works and Special Employment Program for the Ministries of Tourism and Recreation and Culture.

LEGAL SERVICES BRANCH

5th Flr, 400 University Ave
 Toronto M7A 2R9
 General Inquiry (416)314-7025
 Fax (416)314-7038
 9:00 - 5:00 


The Legal Services Branch provides strategic legal advice and services to the Ministry of Citizenship and Immigration, the Ministry of Culture, and the Ministry of Tourism and Recreation and certain of their agencies to assist them in meeting their business goals and corporate initiatives. Principal areas of law include commercial, corporate, real property, intellectual property, human rights, administrative and contract.

REGIONAL SERVICES BRANCH

3rd Flr Suite 300, 123 Edward St
 Toronto M7A 2R9
 General Inquiry (416)314-0738
 TTY (416)314-6687 (Administrative Support)
 Fax (416)314-6686
 8:30 - 5:00 

Regional Services Branch provides value-added consulting and delivery services to program areas of the Ministry of Citizenship and Immigration, Ministry of Culture and Ministry of Tourism and Recreation.


CENTRAL AREA

5th Flr, 180 Dundas St W
Toronto M7A 2R9
 General Inquiry (416)314-6044
 Toll Free 1-877-395-4105
 Fax (416)314-2024
 8:30 - 5:00 


DURHAM REGION

Robinson Pl South Tower
 2nd Flr, 300 Water St
Peterborough K9J 8M5
 General Inquiry (705)755-2624
 Toll Free 1-800-461-7629
 Fax (705)755-2631
 8:30 - 4:45


HAMILTON OFFICE

14th Flr, 119 King St W
Hamilton L8P 4Y7
 General Inquiry (905)704-3950
 Toll Free 1-877-395-4105
 Fax (905)521-7398
 8:30 - 4:45 


MIDHURST OFFICE

2284 Nursery Rd
Midhurst L0L 1X0
 Toll Free 1-877-395-4105
 Fax (705)739-6697
 8:30 - 4:45 


ST CATHARINES OFFICE

9th Flr, 301 St Paul St
St Catharines L2R 7R4
 General Inquiry (905)704-3950
 Toll Free French 1-800-263-2441
 Fax (905)704-3955
 8:30 - 4:45 


NORTHERN AREA

Suite 334, 435 James St S
Thunder Bay P7E 6S7
 General Inquiry (807)475-1683
 Toll Free 1-800-465-6861
 Fax (807)475-1297
 8:30 - 4:45 

DRYDEN OFFICE

Ontario Government Bldg
 479 Government Rd
 PO Box 3000
Dryden P8N 3B3
 General Inquiry (807)223-8682
 Toll Free 1-800-525-8785
 Fax (807)223-8502 

KENORA OFFICE

810 Robertson St
Kenora P9N 4J4
 General Inquiry (807)468-2450
 Toll Free 1-800-465-1108
 Fax (807)468-2788
 8:30 - 4:45 

NORTH BAY OFFICE


447 McKeown Ave

North Bay P1B 9S9

General Inquiry (705)494-4182

Toll Free 1-800-461-9563

Fax (705)494-4069

8:30 - 4:45 **SAULT STE MARIE OFFICE**

Roberta Bondar Pl


Suite 200, 70 Foster Dr

Sault Ste Marie P6A 6V9

General Inquiry (705)945-5885

Toll Free 1-800-461-7284 (Within Area Code 705)

Fax (705)945-5931

8:30 - 4:45 **SIOUX LOOKOUT OFFICE**

62 Queen St


PO Box 267

Sioux Lookout P8T 1A3

General Inquiry (807)737-1018

Toll Free 1-800-529-6619

Fax (807)737-3419

8:30 - 4:45 **SUDBURY OFFICE**

Ontario Government Bldg


Suite 401, 199 Larch St

Sudbury P3E 5P9

General Inquiry (705)564-3035

Toll Free 1-800-461-4004

Fax (705)564-3043

8:30 - 4:45 **THUNDER BAY OFFICE**


Suite 334, 435 James St S

Thunder Bay P7E 6S7

General Inquiry (807)475-1683

Toll Free 1-800-465-6861

Fax (807)475-1297

8:30 - 4:45 **TIMMINS OFFICE**

Ontario Government Complex

Hwy 101 E


PO Box 3085

South Porcupine P0N 1H0

General Inquiry (705)235-1550

Toll Free 1-800-305-4442

Fax (705)351-1553

8:30 - 4:45 **SOUTHEAST AREA**


1st Flr, 530 Tremblay Rd

Ottawa K1G 6B7

General Inquiry (613)742-3360

Toll Free 1-800-267-9340

Fax (613)742-5300

8:30 - 4:45 **BRACEBRIDGE OFFICE**


15 Dominion St

Bracebridge P1L 2E7

General Inquiry (705)646-0641

Toll Free 1-800-360-1304

Fax (705)646-0544


8:30 - 4:45 **HUNTSVILLE OFFICE**

207 Main St W

Huntsville P1H 1Z9

General Inquiry (705)789-4448

Fax (705)789-9533

8:30 - 4:45 **KINGSTON OFFICE**

Ontario Government Bldg Beechgrove Complex

51 Heakes Lane

Kingston K7M 9B1

General Inquiry (613)531-5580

Toll Free 1-800-293-7543

Fax (613)531-5585

8:30 - 4:45 **OTTAWA OFFICE**


1st Flr, 530 Tremblay Rd

Ottawa K1G 6B7

General Inquiry (613)742-3360

Toll Free 1-800-267-9340

Fax (613)742-5300

8:30 - 4:45 **PETERBOROUGH OFFICE**

Robinson Pl South Tower


2nd Flr, 300 Water St

Peterborough K9J 8M5

General Inquiry (705)755-2624

Toll Free 1-800-461-7629 (For Area Code 705 only)

Fax (705)552-2631


8:30 - 4:45 **SOUTHWEST AREA**

Suite 405, 30 Duke St W

Kitchener N2H 3W5

Toll Free 1-800-265-2189

Fax (519)578-1632

8:30 - 4:30 


KITCHENER OFFICE

4th Flr Suite 405, 30 Duke St W

Kitchener N2H 3W5

Toll Free 1-800-265-2189

Fax (519)578-1632

8:30 - 4:30 **LONDON OFFICE**

2nd Flr, 659 Exeter Rd

London N6E 1L3

Toll Free 1-800-265-4730

Fax (519)873-4061

8:30 - 4:30 **MARKDALE OFFICE**


181 Toronto St S

PO Box 496

Markdale N0C 1H0

Toll Free 1-800-265-5520

Fax (519)986-3014


8:30 - 4:30 **WINDSOR OFFICE**

221 Mill St

Windsor N9C 2R1

Toll Free 1-800-265-1330

Fax (519)973-1414


8:30 - 4:45 **TECHNOLOGY AND BUSINESS SOLUTIONS BRANCH (MCI/MTR/MCL)**

2nd Flr, 400 University Ave

Toronto M7A 2R9

General Inquiry (416)325-6296

Fax (416)325-6388

8:30 - 5:00 

The Technology and Business Solutions Branch is responsible for the planning and implementation of information technology to meet business requirements of the Ministries of: Citizenship and Immigration (including Women's Directorate and Seniors' Secretariat); Tourism and Recreation; and Culture. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; client consultation to identify opportunities where technology will assist client business activities in multiple locations; technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network. Under administrative agreements, the branch also provides information and information technology services and support to the Office of Francophone Affairs and the Ontario Human Rights Commission.

TOURISM, SPORT AND RECREATION DIVISION


Macdonald Block

1st Flr Rm M1-48, 900 Bay St

Toronto M7A 2E1


General Inquiry (416)326-9326

Fax (416)325-6985

www.tourism.gov.on.ca8:30 - 4:45 


The Tourism, Sport and Recreation Division seeks to increase investment in Ontario's tourism industry by developing appropriate tools to foster the right business climate. The Sport and Recreation program encourages safe involvement in sport, recreation and physical activity for the health, social and economic benefit of Ontarians and the communities in which we live.

FORT WILLIAM HISTORICAL PARK

Vickers Heights PO
Thunder Bay P0T 2Z0
General Inquiry (807)577-8461
French Phone (807)473-2333 (Hotline)
TTY (807)473-2307
Fax (807)473-2327
Fax (807)473-2336 (General Manager)
www.fwhp.ca
8:00 - 5:00 


Situated in Thunder Bay, Fort William Historical **Park** is a branch of the Ministry of Tourism and Recreation. The Fort is a multi-component destination tourism attraction that provides top-level cultural heritage, entertainment and educational experiences for residents and visitors to northwestern Ontario. As a living **history** tourism attraction, the Fort depicts the **fur** trade activities of the North West Company from 1803 to 1821. The heritage programme features interactions with costumed staff, daily dramas, demonstrations, tours, special events and education programs. Facilities include a gift shop, ecotourism, aboriginal and overnight experiences, a resource **library** and picnic area with access for disabled persons.

HURONIA HISTORICAL PARKS

16164 Hwy 12
PO Box 160
Midland L4R 4K8
General Inquiry (705)526-7838 (Sainte-Marie among the Hurons)
General Inquiry (705)549-8064 (Discovery Harbour)
Fax (705)526-9193
www.hhp.on.ca
8:30 - 5:00 

The ministry operates and maintains two historic attractions. **Sainte-Marie among the Hurons** in Midland (1639-1649) is a reconstruction of the 17th century headquarters of the French Jesuit mission to the Huron people. It was the first European community in Ontario and home to six of the eight North American Jesuit martyrs. **Discovery Harbour** in Penetanguishene represents the period from 1817 to 1856 when the Royal Navy and the British Army maintained a naval dockyard and military garrison at this strategic defence station on Georgian Bay. Discovery Harbour is the home of two tall ships and the King's Wharf **Theatre** offers professional summer theatre.

SPORT AND RECREATION BRANCH

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7440
Fax (416)314-6301
Fax (416)314-7458
8:30 - 4:45 


The **Sport** and **Recreation** Branch has a core business of advancing the sport and recreation sectors through excellence in policy leadership, program development and strategic **funding** for the health, social, and economic benefit of Ontarians and the prosperity of their communities. It engages and links stakeholders and other ministries to build a capable Sport and Recreation delivery system; encourages Ontarians to participate in innovative, safe and positive sport and recreation to a level of their interest and ability; contributes to a strong provincial sport system and the development of athletic excellence in Ontario; engages Ontarians to be regularly physically active, to enhance their quality of life and address risks associated with a sedentary lifestyle; and develops programs,

strategies, and partnerships within the sport and recreation sectors that contribute to prosperous communities and the economic growth of the province.

Services offered to the Public:


Grants to Provincial and Community Recreation Organizations
Sport and Recreation Provincial Programs

TOURISM AGENCIES UNIT

15th Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)314-7000
(647)284-1159 (Manager-Cell)
(613)531-5713 (Kingston)
(416)326-9579 (Toronto)
Fax (613)531-5585 (Kingston)
Fax (416)314-7003
8:00 - 5:00 


The **Tourism** Agencies Unit is responsible for policy, financial and program liaison with the ministry's tourism agencies and attractions. In addition, it establishes and maintains an effective accountability relationship between each agency and the ministry within its scope of broader government policy. The tourism agencies and attractions are: Niagara Parks Commission, Metro Toronto Convention Centre Corporation, Ontario Place Corporation, Ottawa Congress Centre, St. Clair Parks Commission, St. Lawrence Parks Commission, Huronia Historical Parks, Old Fort William and the Ontario Tourism Marketing Partnership Corporation.

TOURISM BRANCH

15th Flr, 700 Bay St
Toronto M7A 2E1
General Inquiry (416)314-7325
Fax (416)314-7341
www.tourism.gov.on.ca
8:30 - 4:30 


The Tourism Branch focuses on enhancing the competitiveness of Ontario's tourism industry by monitoring domestic and international tourism trends and determines their impacts on Ontario's tourism industry; designs and conducts quality research initiatives to identify competitive strengths, weaknesses, opportunities, and threats; develops tourism policies and focused strategies that enhance the overall competitiveness, growth and development of the tourism industry; stimulates tourism investment; and develops and implements special projects to address new and emerging critical tourism issues.

POLICY AND STRATEGY DEVELOPMENT

15th Flr, 700 Bay St
Toronto M7A 2E1
General Inquiry (416)314-7325
Fax (416)314-7341
8:30 - 4:30 

The Tourism Policy and Strategy Development unit works with Ontario's tourism industry to develop and implement Ontario's Tourism Strategy; creating and reviewing tourism policy by working with tourism industry associations, reviewing proposals of other ministries, working with other provincial ministries and the federal government to ensure the needs of Ontario's tourism industry are considered in all areas of policy development.

RESEARCH AND INDUSTRY COMPETITIVENESS

15th Flr, 700 Bay St
Toronto M7A 2E1
General Inquiry (416)314-7325
Fax (416)314-7341
8:30 - 4:30 

Research and Industry Competitiveness section guides marketing, policy and product development decisions by providing strategic information and analysis. The section responsibilities include monitoring domestic and international **tourism** trends and determining their impact on Ontario’s tourism industry; forecasting; tourism statistics, e.g., visitation; product research; economic impact analyses; designing and conducting relevant research initiatives (supply-side and demand-side) to increase competitiveness.

RESOURCE-BASED TOURISM

Suite 201, 615 James St S
Thunder Bay P7E 6P6
Toll Free 1-800-561-3399
Fax (807)475-1765
Fax (705)677-4019 (Sudbury)
Fax (705)494-4086 (North Bay)

The Resource-Based Tourism unit is responsible for heightening the competitiveness and growth of Ontario’s resource-based tourism industry through proactive and integrated planning, analysis, program and product development on a wide variety of complex issues and opportunities; promoting activities that protect, diversify and enhance resource-based tourism potential on Crown lands and waters in Ontario; facilitating strategic alliances and partnerships with key stakeholders involved in tourism development; and meeting the legislative requirements of the Tourism Act and Regulation 1037 through the issuance of Resource-Based Tourism Establishment Licenses across Ontario.

NORTH BAY OFFICE
Suite 203, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)494-4159

SUDBURY OFFICE
Suite 401, 199 Larch St
Sudbury P3E 6A5
General Inquiry (705)564-3175


AGENCIES, BOARDS AND COMMISSIONS

METRO TORONTO CONVENTION CENTRE CORPORATION

255 Front St W
Toronto M5V 2W6
General Inquiry (416)585-8000
Fax (416)585-8224
www.mtccc.com 


The Metro Toronto **Convention** Centre Corporation is an agency of the Ministry of Tourism and Recreation. Since its opening on October 1984, the centre has earned a reputation as a world class facility hosting more that 2 million visitors a year. Consisting of 454,000 sq. ft. of exhibit halls, 95,400 sq. ft. of meeting rooms, a 28,000 sq. ft. ballroom, a 1,350 seat **theatre**, professional food preparation facilities and two parking garages with a total of 1,700 spaces, the centre accommodates small meetings of 40 people to conventions of 40,000 and consumer shows attracting more than 200,000 people. The Convention Centre’s consistent and outstanding quality in food and service is unsurpassed in North America.

NIAGARA PARKS COMMISSION

Oak Hall Administration Bldg
7400 Portage Rd S
PO Box 150
Niagara Falls L2E 6T2
General Inquiry (905)356-2241
Toll Free 1-877-642-7275
Fax (905)354-6041
www.niagaraparks.com
8:30 - 4:45 


The Niagara **Parks** Commission operates a park system consisting of 1,720 hectares along the Niagara River from Lake Erie to Lake Ontario. Within this park are **recreation** areas, scenic attractions, a marina, restaurants, gift shops, **historic** sites, **golf courses**, botanical **gardens** and a horticultural school. The commission administers the Niagara Parks Act.

ONTARIO PLACE CORPORATION

955 Lake Shore Blvd W
Toronto M6K 3B9
General Inquiry (416)314-9900
Fax (416)314-9992
www.ontarioplace.com 

Ontario Place Corporation manages a major tourist attraction, and showcases excellence in the performing arts, entertainment technology and **recreation**. Located in Toronto, a 96-acre waterfront, urban park setting, it includes the Molson Amphitheatre; live kids entertainment; fireworks; corporate and education offerings; Atlantis pavilions (open all year); restaurants; snack bars; souvenir shops; marina; South Beach Volleyball; Soak City Waterpark (slides - Purple Pipeline and Pink Twister, Hydrofuge, Rush River Raft Ride; and waterplay area); and rides/entertainment (Mega Maze; MARS Simulator Ride; pedal boats; Cinesphere IMAX films), Wilderness Adventure Ride; Mini Greens, Cool Hoops, Bumper Boats, First Flight, Cyclone Speedway, Super Slide, Free Fall, Whiz Kids Mini Racers, and new for 2003- H2O Generation Station, Hydrostatic Blaster, and Ontario Place Driving School. Ontario Place is open in June, July and August and some weekends in May and September. There is a site admission.

ONTARIO TOURISM MARKETING PARTNERSHIP CORPORATION

Hearst Block
10th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)314-7550
Toll Free 1-800-668-2746 (Ontario Travel Information)
Fax (416)325-6004
www.gov.on.ca
8:30 - 5:30 

The Ontario **Tourism** Marketing Partnership Corporation is responsible for leading the tourism marketing strategy to sell Ontario as a 'must-see' destination. The Partnership is an agency of the Ministry of Tourism and Recreation and is directed by an industry-led Board of Directors. It also works closely with industry through an extensive network of committees that involve a wide range of tourism stakeholders in the development and implementation of strategic tourism marketing initiatives.

NORTHERN OFFICE

Suite 203, 123 March St

Sault Ste Marie P6A 2Z5

General Inquiry (705)945-6578

Fax (705)945-6580

OTTAWA CONGRESS CENTRE

55 Colonel By Dr

Ottawa K1N 9J2

General Inquiry (613)563-1984

Fax (613)563-7646

OttawaCongressCentre.com 

The Ottawa Congress Centre forms part of the Rideau Centre shopping complex located in Ottawa's most popular tourist area. The centre's main Congress Hall, a free-span space with a 24-foot ceiling, accommodates up to 5,000 delegates in plenary session and 3,500 dining. The lower Capital Hall level can be arranged into several break-off rooms for groups of 50 or more. In all meeting rooms, three different types of simultaneous translation systems provide service for bilingual, multilingual and top security conferences. Meeting rooms are also equipped for video projection and multi-image slide presentations. Permanent projection booths may be used for front projections directly on to permanently mounted screens.

ST. CLAIR PARKS COMMISSION

SCPC Administration Office

2nd Flr, 242 St Clair Pky

PO Box 700

Corunna N0N 1G0

General Inquiry (519)862-2291

Fax (519)862-2294

www.stclairparkway.com

8:30 - 4:30

The St. Clair **Parks** Commission is a regional parks system made up of 21 facilities and over 500 acres of mainly waterfront parkland along the St. Clair River. The commission is located within Chatham-Kent and Lambton counties, including the city of Sarnia. The vision of the commission is to preserve access to waterfront property for public use, and to promote **tourism** in cooperation with other agencies. Attractions include Sarnia Bay Marina, St. Clair Parkway **Golf Course**, camping and Uncle Tom's Cabin **Historic** Site.

ST. LAWRENCE PARKS COMMISSION

RR 1

Morrisburg K0C 1X0

General Inquiry (613)543-3704

(613)542-7388 (Fort Henry, Kingston)


TTY (613)542-2956 (Fort Henry, Kingston)

TTY (613)543-4181

Toll Free 1-800-437-2233

Fax (613)543-2847

www.parks.on.ca

8:15 - 4:30 

The St. Lawrence **Parks** Commission, an agency of the Ontario Government, manages **recreational** areas known collectively as the "Parks of the St. Lawrence." The Parks of the St. Lawrence has become one of the largest tourism destinations in Eastern Ontario, extending 280 km from the Bay of Quinte to the Province of Quebec. Facilities include thousands of hectares of

park land and attractions on the St. Lawrence Heritage Corridor that provide a major source of tourism and recreational opportunities for residents and visitors to Eastern Ontario. Parks of the St. Lawrence attractions include Upper Canada Village, Fort Henry National Historic Site, Queen Elizabeth **Gardens**, Crysler Park Marina, Upper Canada **Golf Course**, Upper Canada Migratory Bird Sanctuary, Long Sault Parkway and 1000 Island Parkway, a series of 12 riverside day-use area parks and **campgrounds**, recreational trails and several restaurants and gift stores.

ACTS

City of Toronto XXIX Summer Olympic Games Bid Endorsement Act, 1998

Community Recreation Centres Act

Historical Parks Act

Metropolitan Toronto Convention Centre Corporation Act

Ministry of Tourism and Recreation Act

Niagara Parks Act

Ontario Place Corporation Act


Ottawa Congress Centre Act

St. Clair Parks Commission Act, 2000

St. Lawrence Parks Commission Act

Tourism Act


MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1600
Toll Free 1-800-387-5514 (Outside the 416 Area Code)
www.edu.gov.on.ca
8:30 - 5:00 

The Ministry of Training, Colleges and Universities develops policy for Ontario Colleges of Applied Arts and Technology; provides Ontario colleges and universities with funding, as allocated by legislature; delivers the Ontario Student Assistance Program; gives universities the authority to grant degrees; and registers private career colleges. The ministry also develops policy for adult education and labour market training and mobility; conducts labour market research; provides a network of community-based agencies funding to deliver training, employment, literacy and basic skills services to youth and adults; represents Ontario in its negotiations with the federal government on training issues; and administers and regulates the apprenticeship program for skilled occupations, under the Apprenticeship and Certification Act.


DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Mowat Block
14th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2929
Toll Free 1-800-387-5514 (Outside 416 Area Code)
Fax (416)325-2934
www.edu.gov.on.ca 

The Communications Branch provides strategic communications advice and support to the minister and deputy minister of the Ministries of Education and Training, Colleges and Universities. It works with senior personnel in each ministry to identify, develop and implement a variety of corporate communications programs for the education and training sectors, and the public. Services include: media relations; issues management; answering telephone inquiries from the public; publishing curriculum and teaching resources for educators and trainers; writing and producing a variety of public information materials; managing preparation of ministry correspondence; coordinating events; coordinating advertising; and managing ministry Web site.


CORPORATE MANAGEMENT AND SERVICES DIVISION

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2772
Fax (416)325-2778
8:00 - 5:00 

The Corporate Management and Services Division is responsible for the administration of the ministry's financial and material resources; for the provision of administrative, financial, audit and library services; for the provision of legal services in support of ministry programs, policies and legislation; for the administration, development and support of the ministry human resources; and the overall corporate planning of the ministry. The division is also responsible for administering the Workforce Discrimination and Harassment Prevention policy within the ministry, and for


ensuring compliance to the French Language Services Act and the Freedom of Information and Protection (FOI) Act.

BUSINESS PLANNING AND EXPENDITURE MANAGEMENT BRANCH

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835 


The Director's Office oversees the delivery on the objectives of the various units in the branch. It also provides direct strategic advice and guidance to Senior Management of the Ministries.

BRIAN FLEMING RESEARCH AND LEARNING LIBRARY

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2652
Fax (416)325-4235 


Brian Fleming Research and Learning **Library** holds the ministries' specialized print and electronic collections, focusing on K-12, postsecondary and training. Library staff conducts personalized research, arranges inter-library loans, and purchases documents, reports, books and journal articles for the library collection in support of the ministries' research needs.

BUSINESS PLANNING AND FINANCIAL UNIT

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835 


Business Planning and Financial Unit provides advisory/consultative support to branches in the development of business plans and management board submissions, focussing on the "business case" and the fiscal and financial plan. It advocates ministry financial proposals to Central Agencies, primarily Management Board Secretariat. The unit also develops Operating and Capital Quarterly Reports, to identify in-year and future-year pressures and savings.

EXPENDITURE MANAGEMENT AND CONTROL

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835 


Expenditure Management and Control provides financial stewardship of the ministry's financial assets by: ensuring expenditure management controls are in place; managing the Public Accounts reporting process; promoting/supporting Transfer Payment accountability; providing financial reporting on ministry programs; and providing financial training.

FACILITIES MANAGEMENT SERVICES

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)327-9151 


Facilities Management Services provides accommodation services to ensure an efficient and safe work environment; services include: office design/renovation; building maintenance coordination; security; emergency management and security planning; fleet management; shipping and receiving; 3R: Reuse, Recycle and Reduce.

QUALITY IMPROVEMENT AND PERFORMANCE MANAGEMENT

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835 


Quality Improvement and Performance Management provides advisory/consultative support to branches in the development of business plans and management board submissions, focusing on performance measurement and risk management. It supports branches in implementing accountability and agency accountability, environmental scanning, operational planning, program evaluation and quality improvement, including customer satisfaction initiatives.

SERVICE MANAGEMENT UNIT

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835 


Service Management Unit provides advice, coordination and facilitates the business support service relationship between the learning ministries and the Shared Services Bureau. It leads and administers the Delegation of Authority Framework.

HUMAN RESOURCES BRANCH

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9002
Fax (416)327-9043
8:30 - 5:00 

The Human Resources Branch provides leadership and advice in strategic human resources planning, the development of human resources policies and procedures, organization design and development, Youth Strategies classification, staffing, labour relations, workplace health and safety, employment transition and training development.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY


Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-0070
Fax (416)327-1912
8:00 - 5:30 

The Freedom of Information and Protection of Privacy (FOIPP) unit is responsible for compliance to the Freedom of Information and Protection of Privacy Act within the Ministry of Training, Colleges and Universities, its district offices and affiliated agencies. This unit responds to requests for information made under the Act. It monitors and makes recommendations on the ministry's policies and procedures with respect to access and privacy matters.

Services offered to the Public:


Access to Information

HR CONSULTING SERVICES UNIT

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9014
Fax (416)326-2856
8:30 - 5:00 


HR Consulting Services Unit provides services in the following areas: staffing, classification, labour relations, employment transition, workplace health and safety, organizational design and business planning as well as the development of policies and best practices and the identification of strategic workforce impacts.

HR INNOVATIONS AND STRATEGIC PLANNING

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9137
Fax (416)325-9043
8:30 - 5:00 


HR Innovations and Strategic Planning leads the development/design, implementation, and evaluation of the ministries' strategic human resources plan. This includes research, development and implementation of human resources strategies, policies and programmes (corporate and ministry-originated) such as performance management, learning and development, youth strategies, etc. The unit provides internal environmental scans and workforce analysis in support of the design of innovative HR strategies and business planning and manages the branch Web site. The unit also leads broad HR related planning exercises and co-ordinates the integration of WIN into the ministries.

ORGANIZATIONAL DEVELOPMENT

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9002
Fax (416)326-2856
8:30 - 5:00 


The Organizational Development Unit works with senior management teams, ministry client groups and with its partners in human resources to contribute to the health and effectiveness of the organization. It provides products and services in the areas of: Organizational Design, Human System interventions, Leadership/Management Development, Facilitation Design, Succession Management, Process Consultation and Mapping, Executive Coaching, and Change Management.

INTERNAL AUDIT SERVICES

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-0732
Fax (416)325-1120 


Internal Audit Services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations.

LEGAL SERVICES BRANCH

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2400
Fax (416)325-2410
8:30 - 5:00 

The Legal Services Branch provides the Ministry of Training, Colleges and Universities with legal services in all areas of education and training. This includes giving legal advice on ministry programs and policy; drafting legislation and regulations; drafting contracts; preparing and reviewing other legal documents; providing legal support in defending litigation and human rights complaints; and freedom of information.


LABOUR MARKET AND TRAINING DIVISION

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry 1-888-562-4769
Fax (416)325-2995
www.edu.gov.on.ca 

The **Labour** Market and Training Division is responsible for the management and operation of provincial employment and training programs including Apprenticeship, Job Connect, Summer Jobs Service and Literacy and Basic Skills. The division provides assistance to those facing workforce adjustments (e.g. business closures), helps improve access to professions and trades for internationally-trained individuals and has responsibility for developing labour market policy. The division also liaises with TVOntario. The Office of the Assistant Deputy Minister oversees the


operation of three branches: Policy, Coordination, Research; Skills Investment; Workplace Training and also manages International Projects.

POLICY, COORDINATION, RESEARCH BRANCH

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-6592
Fax (416)314-3872 


The Policy, Coordination, Research (PCR) Branch is responsible for the development of labour market and training policy for Ontario. PCR Branch provides the Labour Market and Training Division of the Ministry of Training, Colleges and Universities with policy development, analysis and coordination support; conducts planning, research and evaluation with respect to labour market/training matters; conducts local board liaison; manages relations with the federal government and other provinces for labour market issues, including labour mobility issues; and manages the government's relationship with the Ontario Educational Communications Authority (TVOntario).

LABOUR MARKET INFORMATION AND RESEARCH UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-1754
Fax (416)326-6024 


The Labour Market Information and Research Unit provides labour market information and research services to support policy development, program planning and program review within the division and throughout the ministry.

LABOUR MARKET POLICY DEVELOPMENT AND INTERGOVERNMENTAL RELATIONS UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-0986
Fax (416)314-3872 


The Labour Market Policy Development and Intergovernmental Relations Unit develops options and cabinet submissions for addressing labour market issues. The unit also coordinates the ministry's intergovernmental dealings and negotiations on labour market issues, including labour mobility within Canada.

LOCAL BOARDS LIAISON/COMMUNITY RELATIONS UNIT

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-6815
Fax (416)326-6644 


Local Boards Liaison/Community Relations Unit supports the work of 21 local boards across Ontario, in cooperation with Human Resources and Skills Development Canada.

PLANNING AND EVALUATION UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-6613
Fax (416)326-6820 


The Planning and Evaluation Unit coordinates business planning, operational planning, financial planning and program evaluation related activities and processes for Labour Market and Training Division.

POLICY COORDINATION UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2826
Fax (416)325-2927 


The Policy Coordination Unit provides policy coordination services for the Labour Market and Training Division; issues management; policy support to program areas, and policy analysis and development on broader labour market issues.

TVONTARIO LIAISON

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-6592
Fax (416)325-2927 

TVOntario Liaison manages the government's relationship with the Ontario Educational Communications Authority (TVOntario). TVOntario's mission is to support lifelong learning in Ontario by providing quality educational programming services in English and French, using television and other communication technologies.

SKILLS INVESTMENT BRANCH

Mowat Block
12th Flr and 23rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5837
(416)326-5656 (JobGrow Hotline)
TTY (416)326-5493
Toll Free 1-888-562-4769 (JobGrow Hotline)
Fax (416)326-5868 (JobGrow Hotline)
Fax (416)326-5911 (Employment Preparation)
Fax (416)326-5505 (Literacy & Basic Skills)
Fax (416)326-6265 (Access to Professions and Trades)
www.edu.gov.on.ca 

The Skills Investment Branch sets the standard across Ontario for leading edge **employment** and adult **literacy** services that are proven to be valued by clients, employers and communities, and are results-based and cost-effective. The Branch operates the toll-free JobGrow Hotline that provides employment and **training** program information to the public and administers literacy and employment services through an extensive network of local agencies across the province. Services offered to the public include: Literacy and Basic Skills, Job Connect, Summer **Jobs** Service, JobGrow Hotline.

Services offered to the Public:*Job Connect**Literacy and Basic Skills**Summer Jobs Service***ACCESS TO PROFESSIONS AND TRADES UNIT**


Mowat Block

12th and 23rd Flr, 900 Bay St

Toronto M7A 1L2

General Inquiry (416)326-6260

Fax (416)326-6265

8:30 - 5:00 

The Access to Professions and **Trades** Unit undertakes a range of partnership initiatives to promote recognition of the qualifications of internationally trained professionals and tradespeople and expedite access of qualified immigrants to the Ontario labour market. Key partners include employers, occupational regulatory bodies, educational institutions, community agencies serving immigrants, and other levels of government.

LITERACY AND BASIC SKILLS

Mowat Block

23rd Flr, 900 Bay St

Toronto M7A 1L2

General Inquiry (416)326-5837

TTY (416)326-5493

Fax (416)326-5505

www.edu.gov.on.ca/eng/training/literacy/main.html 

The Ministry of Training, Colleges and Universities provides funding to community agencies, school boards, and Colleges of Applied Arts and Technology (CAATs) for the delivery of the **Literacy** and Basic Skills (LBS) Program. Adults who wish to improve their literacy and numeracy skills should contact their local LBS agency. LBS services are offered throughout the province to learners in four streams: Anglophone, **Francophone**, **Native** and Deaf. Information about literacy services in your community may be found in the Yellow Pages directory under "Learn". For more information about Francophone services, look under "Apprendre", or call 1-800-636-8616. You may call JobGrow Hotline at 1-800-562-4769; in Metro Toronto call 416-326-5656.

Services offered to the Public:*Literacy and Basic Skills Program***KINGSTON**

Suite 404, 1055 Princess St

Kingston K7L 5T3

General Inquiry (613)545-4310

Fax (613)545-1204

NORTH BAY

Northgate Plaza

2nd Flr, 1500 Fisher St

North Bay P1B 2H3

General Inquiry (705)495-2219

Fax (705)495-8517

OTTAWA

Suite 703, 1355 Bank St

Ottawa K1H 8K7

General Inquiry (613)225-9210

Fax (613)731-4160

SUDBURY

450 Notre Dame Ave

Sudbury P3C 5K8

General Inquiry (705)564-3030x32

Fax (705)564-3033


THUNDER BAY

3rd Flr, 28 Cumberland St N
Thunder Bay P7A 4K9
General Inquiry (807)345-9934
Fax (807)768-2536

WATERLOO


285 Weber St N
Waterloo N2J 3H8
General Inquiry (519)885-3484
Fax (519)571-6047

WORKPLACE TRAINING BRANCH

Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5605
Fax (416)325-6162
8:00 - 5:00 

The **Workplace Training** Branch develops, coordinates, implements, and evaluates apprenticeship and other training leading to **certification** in skilled occupations; provides expert advice on workplace needs assessment, training plans and human resources development; and works with **employers, employees**, organizations, communities and economic sectors to help them deal successfully with adjustment situations.

PROGRAM DELIVERY UNIT/APPRENTICESHIP AND CLIENT SERVICES

Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
Toll Free 1-888-562-4769 (Training Hotline)
Fax (416)326-5445
www.edu.gov.on.ca/eng/training/apprenticeship/appren.html 

Apprenticeship is a hands-on **training** program for people who want to work in a skilled trade and who enjoy learning by doing. The Ontario Youth Apprenticeship Program offers high school students the opportunity to experience the skilled trades while completing their Ontario Secondary School Diploma requirements. Updated information about apprenticeship opportunities, including details about **jobs** in four major areas: Auto Service, Construction, Manufacturing, and the Service sector is now available on the ministry's public Web site.

English menu page: www.edu.gov.on.ca/eng/training/apprenticeship/appren.html


French menu page: www.edu.gov.on.ca/fre/training/apprenticeship/appren.html

Services offered to the Public:

Adjustment Advisory Services

Ontario Youth Apprenticeship Program


CENTRAL DISTRICT FIELD OFFICES**BARRIE**

34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1431
Fax (705)737-5684
8:30 - 5:00 


MISSISSAUGA

Suite 404, 10 Kingsbridge Garden Cir
Mississauga L5R 3K6
General Inquiry (905)279-7333
Toll Free 1-800-736-5520
Fax (905)279-7332
8:30 - 5:00


PICKERING

Unit 1, 1420 Bayly St
Pickering L1W 3R4
 General Inquiry (905)837-7721
 Toll Free 1-800-461-4608
 Fax (905)837-6726
 Toll Free Fax 1-800-461-5385
 8:30 - 5:00 


TORONTO

1st Flr, 625 Church St
Toronto M7A 2B5
 General Inquiry (416)326-5800
 Fax (416)326-5799
 8:30 - 5:00 


EASTERN DISTRICT FIELD OFFICES**BELLEVILLE**

Canada Trust Bldg
 3rd Flr, 1 Bridge St E
Belleville K8N 5N9
 General Inquiry (613)968-5558
 (613)968-4273 (TDD Line)
 Toll Free 1-800-953-6885
 Fax (613)968-2364
 8:30 - 4:30 


BROCKVILLE

Ontario Government Bldg
 Oxford Ave
 PO Box 1511
Brockville K6V 5Y6
 General Inquiry (613)342-5481 (Closed Thurs
 & Fri)
 Toll Free 1-877-417-9333
 Fax (613)342-9299
 8:30 - 4:30 


CORNWALL

Suite L- 50, 55 Water St W
Cornwall K6J 1A1
 General Inquiry (613)938-9702
 Toll Free 1-877-668-6604
 Fax (613)938-6627
 8:30 - 4:30 


KINGSTON

Suite 404, 1055 Princess St
Kingston K7L 5T3
 General Inquiry (613)545-4338
 Toll Free 1-877-220-2721
 Fax (613)545-1204
 8:30 - 5:00 


OTTAWA

Suite 703, 1355 Bank St
Ottawa K1H 8K7
 General Inquiry (613)731-7100
 Toll Free 1-877-221-1220
 Fax (613)731-4160
 8:30 - 5:00 


PEMBROKE

169 Lake St
Pembroke K8A 5L8
 General Inquiry (613)735-3911
 Toll Free 1-800-807-0227
 Fax (613)735-6452
 8:30 - 4:30 


PETERBOROUGH

Ontario Government Bldg
 306 George St N
Peterborough K9J 3H2
 General Inquiry (705)745-1918
 Toll Free 1-877-433-6555
 Fax (705)745-1926
 8:30 - 4:30 


NORTHERN DISTRICT FIELD OFFICES**KENORA**

Suite 105, 810 Robertson St
Kenora P9N 4J5
 General Inquiry (807)468-2879
 Toll Free 1-800-734-9572 (Within 807 Area
 Code)
 Fax (807)468-2881
 8:30 - 4:30 


NORTH BAY

Northgate Plaza
 2nd Flr, 1500 Fisher St
North Bay P1B 2H3
 General Inquiry (705)495-8515
 Toll Free 1-800-236-0744 (Within 705 Area
 Code)
 Fax (705)495-8517
 8:30 - 4:30 


SAULT STE MARIE

Roberta Bondar Pl
Suite 150, 70 Foster Dr
Sault Ste Marie P6A 6V9
General Inquiry (705)945-6815
Toll Free 1-800-236-8817
Fax (705)945-6818
8:30 - 5:00 


SUDBURY

450 Notre Dame Ave
Sudbury P3C 5K8
General Inquiry (705)564-3030
Toll Free 1-800-603-5999
Fax (705)564-3033
8:30 - 5:00 


THUNDER BAY

3rd Flr, 28 Cumberland St N
Thunder Bay P7A 4K9
General Inquiry (807)345-8888
Toll Free 1-800-439-5493
Fax (807)768-2536
8:30 - 5:00 


TIMMINS

Ontario Government Complex C Wing
1270 Hwy 101 E
PO Bag 3095
South Porcupine P0N 1H0
General Inquiry (705)235-1950
Toll Free 1-877-275-5139 (Within 705 Area Code)
Fax (705)235-1955
8:30 - 4:30 


WESTERN DISTRICT FIELD OFFICES**BRANTFORD**

Suite 7, 515 Park Rd N
Brantford N3R 7K8
General Inquiry (519)756-5197
Fax (519)756-0724
8:30 - 4:30 


CHATHAM

1023 Richmond St
PO Box 220
Chatham N7M 5K3
General Inquiry (519)354-2766
Toll Free 1-800-214-8284
Fax (519)354-3094 


HAMILTON

Ontario Government Bldg
5th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7764
Toll Free 1-800-668-4479
Fax (905)521-7701
Fax (905)521-7180 (Management)
8:30 - 5:00 


LONDON

Suite 201, 217 York St
London N6A 5P9
General Inquiry (519)675-7788
Toll Free 1-800-265-1050
Fax (519)675-7795
8:30 - 5:00 


OWEN SOUND

Nor-Towne Plaza
Suite 108, 1131 2nd Ave E
Owen Sound N4K 2J1
General Inquiry (519)376-5790
Toll Free 1-800-838-9468
Fax (519)376-4843
8:30 - 4:30 


SARNIA

Suite 101, 1319 Exmouth St
Sarnia N7S 3Y1
General Inquiry (519)542-7705
Toll Free 1-800-363-8453
Fax (519)542-3391
8:30 - 4:30 

ST CATHARINES

9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2991
Toll Free 1-800-263-4475
Fax (905)704-2985
8:30 - 4:30 

WATERLOO

285 Weber St N
Waterloo N2J 3H8
General Inquiry (519)571-6009
Toll Free 1-800-265-6180
Fax (519)571-6047
8:30 - 5:00 

WINDSOR

2nd Flr, 1427 Ouellette Ave

Windsor N8X 1K1

General Inquiry (519)973-1441

Toll Free 1-800-663-5609

Fax (519)973-1415

8:30 - 5:00


PROGRAM DEVELOPMENT AND STANDARDS

Mowat Block

17th Flr, 900 Bay St

Toronto M7A 1L2

General Inquiry (416)326-5605

Fax (416)326-5653 

The Program Development and **Standards** unit develops on-the-job **apprenticeship training** programs which provide individuals with certified competency in skilled occupations such as electrician and tool and die maker, and child and youth worker; develops competency-based modular training programs; develops (in partnerships with **employers, industry** and unions), implements and maintains training materials for both apprenticeship and modular programs; develops Ontario **certification examinations** (in partnership with college and industry experts); and participates in the development of **Interprovincial Standards (Red Seal)** examinations. Most modular training takes place on the job, and trainee competency is assessed by the employer.


PROGRAM SUPPORT

Mowat Block

17th Flr, 900 Bay St

Toronto M7A 1L2

General Inquiry (416)326-5605

Fax (416)326-5606 

The Program Support unit coordinates management information, the provincial purchase of apprenticeship training seats, planning and evaluation of branch programs and activities; reporting of statistical and performance measurement, continuous improvement and performance management; coordination of business and operational planning; coordination of financial planning; and, the administration of the apprentice and modular records systems.


STRATEGIC POLICY UNIT

Mowat Block

17th Flr, 900 Bay St


Toronto M7A 1L2

General Inquiry (416)326-5605

Fax (416)325-6162 


The Strategic Policy Unit leads, coordinates and performs policy analysis, issues management and strategic policy development activities for key corporate projects and new initiatives to support province-wide apprenticeship and skills training programs. The unit also coordinates branch correspondence and is responsible for the development of innovative solutions, strategies and responses for apprenticeship related policy concerns.

OFFICE OF THE CHIEF INFORMATION OFFICER, COMMUNITY SERVICES I&ITCLUSTER

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4598
Fax (416)325-8371 


Office of the Chief Information Officer, Community Services Cluster provides I&IT planning, policy, enterprise architecture, technology and services management, client relationship management, system development and support services.

ONTARIO KNOWLEDGE NETWORK FOR LEARNING (OKNL)

Mowat Block
10th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-1466
Fax (416)325-9473
<http://oknl.edu.gov.on.ca>
8:30 - 5:00 


The Ontario Knowledge Network for Learning (OKNL) provides provincial leadership in channeling the use of information and communication technologies (ICT) in education to improve learner achievement, enhance teacher skills and development, increase parental involvement, and give students the education opportunities they need to succeed in the knowledge-based economy.

PLANNING AND ARCHITECTURE

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-9577
Fax (416)325-2262 


The Planning and Architecture unit provides cluster IT planning, information and security architecture services, and coordinates the development of IT policies and standards. It is also responsible for the security policies attached with I&IT.

TECHNOLOGY AND BUSINESS SOLUTIONS

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4409
Fax (416)327-1816 


Technology and Business Solutions is responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Education and the Ministry of Training, Colleges and Universities. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network.

TECHNOLOGY AND SERVICES MANAGEMENT

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-9577
Fax (416)325-2262 


The Technology and Services Management unit provides ongoing operational support services to multiple ministries through a clustered support organization. Services provided to the ministries include providing secure and reliable IT infrastructure and acquiring and implementing new technology solutions to support the business requirements of the various ministries.

POSTSECONDARY EDUCATION DIVISION

Mowat Block
7th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2199
Fax (416)326-3256 


The Postsecondary Education Division is responsible for the full range of the ministry's relationships with the postsecondary education sector and is devoted full-time to building effective working relationships between the ministry and postsecondary institutions and organizations.

COLLEGES BRANCH

Mowat Block
9th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1816
Fax (416)325-2245 


The **Colleges** Branch develops, plans, coordinates, and implements the government's policy and program guidelines for Ontario's Colleges of Applied Arts and Technologies (CAATs). It liaises with institutions and student organizations; provides advisory services to colleges in areas such as interpretation of policy and program guidelines, governance and accountability, **Aboriginal education** strategy, **French** language education, and **distance education**. It administers operating and capital **grants**, and monitors financial performance and key performance indicators.

POSTSECONDARY EDUCATION QUALITY ASSESSMENT BOARD

Mowat Block
9th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1686
Fax (416)325-1711
<http://peqab.edu.gov.on.ca> 


The Postsecondary Education Quality Assessment Board makes recommendations to the Minister of Training, Colleges and Universities concerning applications for Ministerial Consent under the terms of the Postsecondary Education Choice and Excellence Act, 2000, and other matters referred to it by the Minister pursuant to the Act

PRIVATE INSTITUTIONS BRANCH

Mowat Block
 10th Flr, 900 Bay St
 Toronto M7A 1L2
 General Inquiry (416)314-0500
 Fax (416)314-0499 

The Private Institutions Branch provides a focus for the Ministry's responsibilities for private postsecondary education in Ontario as set out by the Private Career **Colleges** Act and the Postsecondary Education Choice and Excellence Act, 2000. The Branch is responsible for registration, financial security requirements, policy development, monitoring and inspection functions for private career colleges; dealing with private career colleges on OSAP related issues; and **consumer** protection for **students**.

STUDENT SUPPORT BRANCH - THUNDER BAY

4th Flr, 189 Red River Rd
 PO Box 4500
 Thunder Bay P7B 6G9
 (807)343-7260 (Students Attending An Out-of-Province Institution Only)
 Other 1-866-330-3331 (Automated Voice Response System)
 Toll Free 1-800-465-3957 (Fellowships)
 Toll Free 1-800-491-2248 (Income Tax Set-Off)
 Toll Free 1-800-667-4938 (Millenium Scholarship)
 Toll Free 1-800-465-3023 (Accounts Receivable)
 TTY Toll Free 1-800-465-3958
 Fax (807)343-7278
 osap.gov.on.ca 


Financial assistance in the form of loans, **grants**, and/or **bursaries** to Ontario postsecondary **students** for **educational** costs (such as tuition fees, books, and supplies) and basic living expenses. The amount of financial assistance available is based on a student's financial needs as determined by **OSAP** (Ontario Student Assistance Program). Allowable educational costs and the expected financial resources of the student (and his or her family, if applicable) are taken into consideration when determining the amount and type of assistance. Further information, as well as details on all of the programs, is available directly from the OSAP Web site at osap.gov.on.ca. or the Financial Aid Office the student is attending.

Services offered to the Public:

Aird Scholarship
Bursary for Students with Disabilities
Bursary for Students with Disabilities Attending Out-of-Country Postsecondary Institutions
Canada Millennium Bursary
Canada Student Loans for Part-Time Studies
Canada Study Grant for High Need Part-Time Students
Canada Study Grant for High-need Students with Permanent Disabilities
Canada Study Grant for Students with Dependents
Canada Study Grant for Women in Doctoral Studies
Canada-Ontario Integrated Student Loans
Child-Care Bursary Plan
Fellowships for Studying in French
Interest Relief Plan
Ontario Graduate Scholarship
Ontario Special Bursary Plan

Ontario Student Opportunity Grant
Ontario Work Study Plan
Ontario-Quebec Exchange Fellowship
Queen Elizabeth II - Aiming for the Top Scholarship
Sir John A. MacDonald Graduate Fellowship in Canadian History
Summer Language Bursary Program

UNIVERSITIES BRANCH

Mowat Block
7th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1953
Fax (416)325-1959 


The **Universities** Branch develops, plans, coordinates, and implements the government's policy and program guidelines for the university sector and monitors program effectiveness. It provides a wide range of advisory services to the province's universities in areas such as interpretation and application of policy and program guidelines, **French-language education** and programming, **distance education**, and liaison with student organizations. The branch also administers special, capital and operating **grants** to universities.

Services offered to the Public:

Ontario/Quebec Health Study Program
University Student Information System - University Affairs Reports Student Records

AGENCIES, BOARDS AND COMMISSIONS

COLLEGE COMPENSATION AND APPOINTMENTS COUNCIL

Suite 1102, 2 Carlton St
Toronto M5B 1J3
General Inquiry (416)325-1797
Fax (416)325-2917
www.TheCouncil.on.ca
8:30 - 5:00 


The College Compensation and Appointments Council for **Colleges** of Applied Arts and Technology is a provincial agency established under the Ontario College of Applied Arts and Technology Act, 2002 and the Colleges Collective Bargaining Act (CCBA). Accountable to the Minister of Training, Colleges and Universities, the Council's responsibilities are: College governance: appointment and reappointment of members to the Colleges' Boards of Governors and related governance issues; Human Resources undertakes collective bargaining with the Academic and Support Staff Unions and related human resources management responsibilities for the colleges; Premier's Awards; other duties as assigned by the Minister.

LEARNING OPPORTUNITIES TASK FORCE

Suite 100, 13270 Yonge St
Richmond Hill L4E 2T2
General Inquiry (905)773-3138
French Phone 1-866-418-1518
Toll Free 1-800-342-6549
Fax (905)773-4839
www.lotf.ca


The Learning Opportunities Task Force was established in the 1997 Ontario budget, with a mandate: To improve the transition of students with specific learning disabilities from secondary school to postsecondary education; and to enhance the services and supports that students with learning disabilities receive within the postsecondary educational sector to enable them to complete their education successfully. The Task Force functions as an independent body in its day-to-day activities. However, it is accountable for the funds that it allocates to the postsecondary educational sector and for the outcomes of the pilot projects that it evaluates. The Task Force is chaired by former Minister of Education, Dr. Bette Stephenson, who introduced the 1980 amendment to the Education Act, commonly known as Bill 82, and which dramatically changed special education in Ontario.

ONTARIO EDUCATIONAL COMMUNICATIONS AUTHORITY (TVONTARIO)

2180 Yonge St
PO Box 200 Stn Q
Toronto M4T 2T1
General Inquiry (416)484-2600
Toll Free 1-800-613-0513
www.tvontario.org
8:00 - 6:00 


Within the context of the Ontario **Educational** Communications Authority Act, the federal **Broadcasting** Act and its CRTC licences, TVOntario's mandate is to serve as an adjunct to the formal education and training systems in Ontario, by using **television** and other communications technologies to provide high-quality educational programs, curriculum resources and distance education courses in English and in **French**. TVOntario delivers its programs and services to Ontarians through two educational television networks - TVO (English-language) and TFO (French-language) - and the Independent Learning Centre, the province's elementary and secondary correspondence school.

ONTARIO GRADUATE SCHOLARSHIP PROGRAM - SELECTION BOARD

4th Flr, 189 Red River Rd
PO Box 4500
Thunder Bay P7B 6G9
General Inquiry (807)343-7257
Toll Free 1-800-465-3957
Fax (807)343-7278
osap.gov.on.ca
8:30 - 4:45 

The Ontario Graduate **Scholarship** Program - Selection Board provides advice and recommendations to the Minister of Training, **Colleges** and **Universities** concerning the policies and administration of the Ontario Graduate Scholarship Program and selects successful candidates for **funding** under the program.

ONTARIO STUDENT ASSISTANCE APPEAL BOARD

Mowat Block
9th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4016
Fax (416)325-9253
9:00 - 5:00 

The Ontario Student Assistance **Appeal** Board advises the Minister of Training, **Colleges** and Universities on **financial assistance** given to the Ontario Student Assistance Program applicants.

ACTS

An Act Respecting Queen's College at Kingston
Apprenticeship and Certification Act, 1998
Colleges Collective Bargaining Act
Ministry of Training, Colleges and Universities Act
Ontario College of Art Design Act, 2002
Ontario Colleges of Applied Arts and Technology Act, 2002
Ontario Educational Communications Authority Act
Post-Secondary Education Choice and Excellence Act, 2000
Private Career Colleges Act
Ryerson University Act
The Lakehead University Act, 1965
The University of Guelph Act, 1964
Trades Qualification and Apprenticeship Act
University Foundations Act, 1992
University of Ontario Institute of Technology Act, 2002

MINISTRY OF TRANSPORTATION


Garden City Tower
301 St Paul St
St Catharines L2R 7R4

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8

TTY 1-866-471-8929

Toll Free 1-800-268-4686 (General Inquiry)

Fax (416)327-9185 (Queen's Park)


8:00 - 5:00 

www.mto.gov.on.ca

The Ministry of Transportation supports a positive business climate by planning, managing and maintaining a safe, efficient, reliable and integrated transportation network. The ministry sets safety standards and establishes/enforces regulations relating to road user safety. In addition, the ministry sets design and maintenance standards and manages construction and maintenance activities on the provincial highway network. The ministry also works with other governments to coordinate and integrate transportation networks to promote harmony in policies and regulations. Promoting a safe and efficient multi-modal transportation system that protects the public's investment in the provincial highways and advances sustainable long-term solutions that balance investments in public transit, roads and rail continues to be a key priority.


DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-2496
Fax (416)327-2591
8:30 - 5:00 


The Communications Branch provides strategic communications planning and delivers corporate communications and marketing products and services. It coordinates the ministry's activities to identify and manage contentious issues, and prepares Minister's correspondence. The Communications Branch has four sections: Issues and Media Office, Strategic Communications Office, Editorial and Corporate Services Office, and Corporate Correspondence Unit.

INTERNAL AUDIT SERVICES

Garden City Tower
6th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2338
Fax (905)704-2333
8:30 - 5:00 


Internal audit services provides objective assurance and consulting services to the ministry. It assists the ministry and its agencies in meeting their business objectives by evaluating and making recommendations to improve risk management, control, accountability and governance processes and to improve the effectiveness, efficiency and economy of ministry and agency operations. Internal audit services are provided under the direction of the Chief Internal Auditor in the Internal Audit Division.

LEGAL SERVICES BRANCH

Bldg B
1st Flr, 1201 Wilson Ave
Downsview M3M 1J8
(416)235-4408 (Reception)
Fax (416)235-4924
8:00 - 5:15 


The Legal Services Branch, as part of the Legal Services Division of the Ministry of the Attorney General, provides a full range of legal services and support to the Ministry of Transportation's core businesses. The branch provides advice to the ministry on the interpretation of statutes and regulations and assists in the preparation and review of proposed legislation, regulations and other legal documents such as contracts and agreements with other entities. It also coordinates ministry prosecutions and litigation, participates in the settlement of claims and appears before administrative tribunals.

CORPORATE SERVICES DIVISION

Garden City Tower
6th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2693
Fax (905)704-2445
8:30 - 5:00 


The Corporate Services Division is responsible for providing business support to the core businesses of the ministry in managing its finances, human resources and facilities.

FACILITIES AND BUSINESS SERVICES BRANCH

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2911
Fax (905)704-2833
8:00 - 5:00 


The Facilities and Business Services Branch is responsible for corporate advice, product delivery and services related to procurement, including consultant services, facilities and accommodation services, service management, service quality, and customer information services, as well as other corporate business services. The Executive Office, Service Management Office, Facilities Management Office, and Customer Service Office form the foundation of this branch.

CUSTOMER INFORMATION SERVICES

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2911
Fax (905)704-2833
8:30 - 5:00 


The Customer Information Services office located in St. Catharines provides direct public information services (call centre, road conditions, local GIC) as well as support for service quality standards, employee recognition programs and CTIS management.

MTO INFO GENERAL INQUIRY

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (416)235-4686
TTY (905)704-2426
Toll Free 1-800-268-4686
Fax (905)704-2001
www.mto.gov.on.ca/english/faq
8:00 - 5:00 


MTO INFO General Inquiry Centre handles telephone and internet e-mail general customer inquiries involving MTO programs and services, and provides direct referral to specific MTO experts. MTO INFO maintains an internet public site detailing frequently asked questions at: www.mto.gov.on.ca/english/faq

MTO ROAD CONDITION INFORMATION

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (416)235-4686
Toll Free 1-800-268-4686
Fax (905)704-2001
www.mto.gov.on.ca/english
9:00 - 5:00 


The MTO Road Condition Information handles the collection, dissemination, distribution and the service quality management of road condition information and summer construction road information. Road condition information is available 24 hours, 7 days/week through an automated voice messaging system that is updated four times per day. The same scripted information, updated as frequently as the messaging system is available on the internet public site at: www.mto.gov.on.ca/english. General traffic information including traffic cameras, for the Greater Toronto Area can also be accessed through this site.

FINANCE BRANCH

Garden City Tower
6th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2704
Fax (905)704-2515
8:30 - 5:00 


The Finance Branch provides the ministry with financial direction, planning, management and financial quality assurance services, and serves as financial liaison with Management Board, Ministry of Finance, Ministry of Public Infrastructure Renewal and other Ontario government ministries and agencies. The branch has led MTO's transition to the Integrated Financial Information System which was implemented April 1, 2004. The branch is organized into three main functional areas: Budget, Financial Strategies, and Controllershship.

HUMAN RESOURCES BRANCH

Garden City Tower
5th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2692
Fax (905)704-2747
8:30 - 5:00 


Human Resources Branch provides corporate leadership and strategic human resources planning and consulting services in the development of human resources plans, practices, and systems to support the ministry's priorities and business plans. Branch staff provide consulting services to executives, MTO's Human Resources community, line managers and staff on human resources management issues. The branch works in partnership with staff and their organized representatives to provide a safe, healthy and responsive workplace environment. The branch's functions include consulting and technical services on Labour Relations, Occupational Health and Safety, Equal Opportunity, French Language Services, Service Management and Modern Controllershship, Human Resources Consulting Services, and Human Resources Strategic and Business Planning.

OPERATIONS DIVISION

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-9044
Fax (416)327-9226
8:30 - 5:00 


The Operations Division is responsible for the design, construction, maintenance and operation of the provincial highway system. It also supports access to local communities through its remote airport and ferry programs. These responsibilities are carried out through the Construction and Operations Branch and the Program Management Branch at head office and through five regions. These regional functions are described in separate entries.

CONSTRUCTION AND OPERATIONS BRANCH

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2032
Fax (905)704-2030
8:30 - 5:00 


The Construction and Operations Branch is responsible for the areas of Construction, Maintenance, Property, Corridor, and Claims, for the development of operating policies, procedures and systems, conformity of program delivery processes, identification of needs for change and improvement, and the availability of professional expertise. This branch is also responsible for the operation of the government garage, coordination of the ministry's response to provincial emergencies, pre-qualification of contractors, preparation of official estimates for construction contracts, preparation of construction and maintenance contracts, bid enquiries, resolution of engineering claims appealed to the Assistant Deputy Minister of Operations, resolution of public claims against the ministry and claims by the ministry, and property expropriation matters referred to the Ontario Municipal Board.

CLAIMS OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3023
Fax (905)704-2777
8:30 - 5:00 


The **Claims** Office is responsible for resolving public claims against the ministry by developing operational policies and procedures related to public claims and negotiating and settling claims for which the ministry is not insured, including well claims and insurance claims due to **construction** vibration, **drainage/flooding**, dust, and blasting. The office also seeks recovery of **damages** to crown **property**, makes payment to municipal fire departments for attendance on crown highways, recover municipal fire department costs from responsible parties/insurance companies, and liaises on claims where incorrect or outdated Drivers and Vehicles information results in financial loss or inconvenience.

CONSTRUCTION OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2191
(905)704-2203 (Contract)
Fax (905)704-2040
8:30 - 5:00 


The **Construction** Office deals with operating policies, management, and award of **transportation** construction contracts. The Contract Section prepares contract documents for tendering, answers inquiries during the tendering stage, and manages the award process. The **Qualification** Control Section is responsible for the administration of the ministry's system of pre-qualification for road and bridge construction and maintenance **contractors**. The Estimating Section prepares the official cost estimate on construction and maintenance contracts, evaluates contractor bids, and makes award recommendations. The Construction Section and the Quality Systems Section coordinate the development of policies and guidelines for construction administration, payment, quality assurance processes, and contracting methods. The Claims Section assesses engineering claims appealed to the Assistant Deputy Minister, Operations Division and develops policies related to the ministry's dispute resolution process.

MAINTENANCE OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2990
Fax (905)704-2848
8:30 - 5:00 


The Maintenance Office develops **standards**, operating policies and guidelines for the maintenance of the provincial highway system, and develops specifications, standards, policies and procedures for the purchase, repair, maintenance and operation of the ministry's vehicles and equipment. The office includes the Government Garage which provides fleet services to senior government officials. The office also provides technical leadership and training in the areas of highway maintenance, new maintenance technology contracting, facilities maintenance, roadside vegetation management, **pavement** markings, sign manufacturing, fleet maintenance and repairs, vehicle operation, maintenance data management, and coordination of transportation related issues and operations during provincial emergencies.

PROPERTY OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2191
Fax (905)704-2030
8:30 - 5:00 

The Property Office is responsible for the development of provincial operational policies and procedures in the areas of property appraisal, acquisition, land management, sales, and leasing. The office ensures monitoring processes are carried out to obtain good quality and uniform standards of performance, reviews selected regional land appraisals, coordinates technical training programs and systems development in property processes, and represents the ministry's interests on property expropriated cases referred to the Ontario Municipal Board.

PROGRAM MANAGEMENT BRANCH

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 5:00 


The Program Management Branch (PMB) develops investment strategies and controls expenditures for the Provincial Highways Management (PHM) core business. PMB supports the PHM core business through the provision of coordinated business planning, coordinated program planning and evaluation, consolidated financial management, and efficient administrative services, including the strategic use of I & IT resources.

INVESTMENT PLANNING AND PROGRAMMING

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 5:00


The Investment Planning and Programming Office (IPPO) plans the highway capital program. IPPO coordinates provincial highway system condition information, evaluates needs, and develops a multi-year highway capital investment plan. The office is developing an Asset Management Business Framework, which will aid the decision-making and stewardship of network preservation and expansion investments. Together with regional staff, the office develops and manages current and multi-year construction programs, develops proposals for partnership or special capital programs, and coordinates and maintains a history of capital expenditures. The office also manages and develops operational policy for municipal programs including: Connecting Links, First Nations, Ferries and Local Roads Boards.

RESOURCES MANAGEMENT

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 5:00 

The Resources Management Office is responsible for overall management and financial control for the Provincial Highways Management (PHM) core business. The office manages allocations and expenditure dollars for all aspects of the PHM core business including Planning and Design, Construction, Operations and Maintenance Program, Special Projects, and transfer payment funding and partnership programs such as the Strategic Highway Infrastructure Program (SHIP), Border Infrastructure Fund (BIF) and the Millennium Program. It also provides analysis for risk management of allocations, liaison between field and corporate offices to ensure process control, implementation and accountability, and provides training for the financial aspects of the contract administration processes.

RESOURCES PLANNING OFFICE

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 5:00 

The Resources Planning Office (RPO) is responsible for coordinating all aspects of the results-based planning process on behalf of the Provincial Highways Management core business which includes strategic, operating, capital, human resources, I&IT and Electronic Service Delivery plans. RPO also plays an ongoing strategic advisory role to support Operations Division business directions. This office also coordinates human resources and organizational development initiatives for the division which includes succession management, recruitment, learning and development strategies and technical training for the Provincial Highways Management core business. In the communications field, the office provides technical communication and marketing services. As well, RPO provides administrative support for Operations and the Joint OPS/PP&S Executive Committees.


REGIONAL OFFICES

Regions support delivery functions for the ministry's planning, design, construction, maintenance and operations functions. In addition Northwestern Region is responsible for delivery of the Remote Northern Airport Program. Regions are also responsible for the delivery of ferry services across the province. Business services are also delivered in each of the regional offices. Each of the five regions is responsible for a defined geographic part of the province. The five regional offices are situated in London (Southwestern Region), Downsview (Central Region), Kingston (Eastern Region), North Bay (Northeastern Region) and Thunder Bay (Northwestern Region).


REGIONAL DIRECTORS

The province is divided into five geographic regions, with the regional director in each area (listed separately) responsible for the planning, design, construction and maintenance of provincial highways; and the delivery of other programs that support access to local communities.

CENTRAL REGION (TORONTO)


Bldg D
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5412
Fax (416)235-5266
8:30 - 5:00 

HUMAN RESOURCES

Bldg D
1st Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3899
Fax (416)235-4555
8:30 - 5:00 


Human Resources is responsible for the delivery of comprehensive human resources services which include staffing processes, and recruitment activities, employee relations, benefits counseling, and a variety of human resources counseling services.

CONTRACTS OFFICE

Bldg D
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5462
Fax (416)235-5323
8:30 - 5:00 


Contracts Office is one of five regional offices that administers and supervises contracts for construction of new highway facilities and expansions, for rehabilitation, upgrading and maintenance activities of the existing provincial highways within Central Region.

ENGINEERING OFFICE

Bldg D
5th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5553
Fax (416)235-3436
8:30 - 5:00 

The Engineering Office is responsible for the coordination of all aspects of the planning and design of provincial highways. This office is comprised of staff in the fields of project management, highway design, geotechnical engineering, electrical engineering and structural (bridge) engineering. The Engineering Office manages the planning and preliminary design associated with new highways, highway expansion and projects that include the preparation of construction contracts for highway improvements. This office is responsible for the delivery of the ministry's capital construction program for Central Region.


CORRIDOR MANAGEMENT OFFICE

Bldg D
7th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5385
Toll Free 1-866-636-0663
Fax (416)235-4267
8:30 - 5:00 

The Corridor Management Office administers control over the following on and adjacent to Provincial Highways: Commercial Signage, Building and Land use, Entrances, Encroachments on MTO right-of-way, Utility Management in MTO corridors, Severances, Official Plans, Zoning By-Laws, Minor Variances and Subdivisions. The office is responsible for reviewing applications from developers, municipalities, utility companies and the general public, reviewing for adherence to


policies and impacts on the highway system, resolving conflicts, issuing permits and enforcement of violations of policies.

ENGINEERING SERVICES SECTION

Bldg D
5th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5625
Fax (416)325-8070
8:30 - 5:00 


Engineering Services Section provides specialized engineering automation and administrative services through 3 units to the Engineering Office.

GEOMATICS SECTION

Bldg D
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4954
Fax (416)235-4940
8:30 - 5:00 


Geomatics provides both pre-contract engineering surveying and legal (cadastral) surveying services. Pre-contract engineering surveying involves data capturing of existing ground conditions to be used for highway planning/design/construction and maintenance activities. Legal surveying involves the definition of new and existing property boundaries for three main purposes; first, for acquiring lands for highway construction; second, for disposing surplus properties after construction; and third, for maintaining jurisdictional control of the existing infrastructure, e.g. designation, transfer, closing and assumption of the provincial highway network.

PLANNING AND DESIGN

Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5537
Fax (416)235-3576
8:30 - 5:00 


Planning and Design is responsible for planning and design of provincial highways in Central Region which covers Durham, Toronto, York, Simcoe, Peel, Halton, Hamilton and Niagara.

DOCUMENT REVIEW UNIT

Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5537
Fax (416)235-8070
8:30 - 5:00 


Document Review Unit is responsible for review of construction contract packages for provincial highway in Central Region prior to tendering.

DRAINAGE AND HYDROLOGY ENGINEERING

Bldg D
5th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5537
Fax (416)235-8070
8:30 - 5:00 


The Drainage and Hydrology Section works on the development of highway drainage reviews for land developments adjacent to provincial highways in Central Region.

ELECTRICAL DESIGN


Bldg D
5th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5625
Fax (416)325-8070
8:30 - 5:00 

Electrical Design is responsible for coordination of all aspects of electrical project management. This section is responsible for the delivery of the electrical engineering components related to provincial highways in support of the ministry's capital program for Central Region. The Electrical Engineering Section also provides electrical engineering support to MTO Eastern, Northeastern and Northwestern Regions.


HIGHWAY ENGINEERING - PEEL, HALTON

Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5537
Fax (416)235-3576
8:30 - 5:00 


HIGHWAY ENGINEERING - TORONTO AND DURHAM

Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5581
Fax (416)235-4002
8:30 - 5:00 


HIGHWAY ENGINEERING - SIMCOE AND YORK

Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5581
Fax (416)235-4008
8:30 - 5:00 

HIGHWAY ENGINEERING-HAMILTON AND NIAGARA

Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5537
Fax (416)235-3576
8:30 - 5:00 


PROPERTY SECTION

Bldg D
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4953
Fax (416)235-4940
8:30 - 5:00 

The primary function of the Property Section is to provide property and property rights for the construction and maintenance of provincial highways in Ontario. This involves the determination of settlement of compensation arising from the acquisition of land or interests in land, along with the removal of buildings or other obstacles to allow for highway construction. Secondly, the Property Section is responsible for the management, leasing, and disposal of property declared


surplus to right-of-way requirements and property held pending highway construction. The responsibility of investigating and settling damage and business loss **claims** arising from ministry construction activities, along with damage claims arising from survey, construction, and maintenance operations, but excluding contractors' liabilities also lies within the Property Section.

STRUCTURAL ENGINEERING SECTION

Bldg D
5th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5659
Fax (416)235-4008
8:30 - 5:00 


The Structural Engineering Section provides structural engineering services in support of a safe and efficient provincial network that meets Ontario's transportation needs. Main activities include Infrastructure Management and Contract Engineering. Infrastructure management protects public investment by managing over 1000 bridges and structures of the provincial network and providing services of inspections, condition surveys, inventory data management, needs assessment, priorities, program management and emergency responses. Contract engineering increases effectiveness of capital investments through pre-contract planning, predesign, detailed design, contract preparation and project management for bridge and structure design and rehabilitation. Contract implementation is supported by Construction contract inspections, reviews, approvals, problem solving, change proposal evaluations and claims resolution.

PLANNING AND ENVIRONMENTAL OFFICE

Bldg D
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5485
Fax (416)235-3446
8:30 - 5:00 


The Planning and Environmental Office carries out location/concept design studies, and all aspects of the environmental assessment process for new highways. The office provides environmental assessment, environmental protection, and specialty archaeological, acoustical, landscape, fisheries and waste management services to engineering, construction and operations/maintenance projects. In addition, the office is responsible for environmental standards policy for Operations Division.

STRATEGIC HIGHWAYS MANAGEMENT OFFICE

Bldg D
7th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4216
Fax (416)235-5339
8:30 - 5:00 


On behalf of the Province, the Strategic Highways Management Office is responsible to manage and administer various agreements, including the Concession and Ground Lease Agreement (CGLA) with the 407 ETR Concession Company Limited. These include, but are not limited to, construction and property issues related to any future construction projects, as well as the ongoing management of the 99-year lease. Safety audits, and the development of highway maintenance, safety and corridor management protocols with 407 ETR are also the responsibility of the office.

TRAFFIC OFFICE


Bldg D
6th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5595
Fax (416)235-4097
8:30 - 5:00 

The Central Region Traffic Office is responsible for the traffic engineering aspects related to ensuring the safe and efficient movement of people and goods on the provincial highway network within Central Region. The office provides traffic engineering expertise in the highway planning, design and construction process, conducts operational reviews of the highway network and initiates required improvements, assesses the traffic impacts of development proposals and co-ordinates all roadwork related closures. The office collects, analyses and disseminates traffic and collision information related to Central Region Highways. The traffic office is also responsible for policy development, planning, design and implementation of the ministry's advanced traffic management systems program including COMPASS.


EASTERN REGION (KINGSTON)

355 Counter St
Postal Bag 4000
Kingston K7L 5A3
(613)544-2220 (Main Switchboard)
Toll Free 1-800-267-0295
Fax (613)547-1774 (Operational Services)
Fax (613)545-4607 (Health & Safety)
Fax (613)547-1777 (Regional Director)
Fax (613)547-1772 (Contracts Office)
Fax (613)547-1760 (Geotechnical)
Fax (613)540-5106 (Planning & Design)
Fax (613)540-5154 (Property)
Fax (613)545-4786 (Business Services)
Fax (613)540-5159 (Drivers & Vehicles)
Fax (613)545-4848 (Human Resources)
Fax (613)545-4821 (Engineering, Structural, Geomatics)
8:15 - 5:00 

BANCROFT AREA OFFICE

50 Monck St
PO Box 300
Bancroft K0L 1C0
(613)332-3220 (Main Switchboard)
Toll Free 1-800-554-0487
Fax (613)332-3751
8:30 - 5:00 


OTTAWA AREA OFFICE

530 Tremblay Rd
PO Box 9530 Terminal
Ottawa K1G 0E4
(613)745-6841 (Main Switchboard)
Toll Free 1-888-362-1770
Fax (613)748-5297
8:30 - 5:00 

NORTHEASTERN REGION (NORTH BAY)


Ontario Government Bldg
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
(705)472-7900 (Main Switchboard)
Toll Free 1-800-461-9548 (Demerit Points Interviews)
Toll Free 1-888-570-6110 (Road Test Bookings)
Toll Free 1-800-461-9523 (Road Information, Within Area Code 705)
Toll Free 1-800-461-9547 (Within Area Code 705)
Fax (705)497-5409 ((Regional Director))
Fax (705)497-6877 (Operational Services, Contracts Office)
Fax (705)497-6806 (Health & Safety)
Fax (705)497-5499 (Geotechnical, Planning & Design)
Fax (705)497-5509 (Property)
Fax (705)497-5463 (Business Services)
Fax (705)497-5531 (Human Resources)
Fax (705)497-5422 (Financial Control)
Fax (705)497-6926 (Structural, Traffic)
Fax (705)497-5208 (Engineering, Planning & Environmental)
Fax (705)472-6778 (Geomatics)
Fax (705)497-5524 (Fleet Equipment Office)
Fax (705)497-5439 (Regional Drivers & Vehicles)
8:30 - 5:00 

NORTHWESTERN REGION (THUNDER BAY)


615 South James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2000
(807)473-2100 (Road Info)
Toll Free 1-800-465-5034 (General Info)
Toll Free 1-800-465-5032 (Road Info)
Fax (807)473-2157
Fax (807)473-2165 (Director)
8:00 - 5:00 

Northwestern Region's boundaries are from the Manitoba border, easterly to 5 kms west of White River. The regional office is responsible for the planning, design, construction and maintenance of provincial highways; the enforcement of highway carrier regulations; and the Remote Northern Transportation Program.

SOUTHWESTERN REGION (LONDON)


Exeter Road Complex
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4100
Toll Free 1-800-265-6072
Fax (519)873-4236
8:30 - 5:00 

BUSINESS SERVICES OFFICE

Exeter Road Complex
Main Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4160
Fax (519)873-4193
8:30 - 5:00 


The Business Services Office is Southwestern Region's conduit to the administrative offices of Human Resources, Financial Control, Information Technology and the Occupational Health and Safety.

CONTRACTS OFFICE

Exeter Road Complex
2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4372
Fax (519)873-4734
8:30 - 5:00 


The Contracts Office is one of five regional offices that administers and supervises contracts for construction of new highway facilities, for rehabilitation, upgrading and maintenance of the existing highways.

ENGINEERING OFFICE

Exeter Road Complex
4th Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4367
Fax (519)873-4388
8:30 - 5:00 


The Engineering Office is responsible for the delivery of the regional capital construction program and the management of the provincial highway traffic infrastructure for southwestern Ontario. The office includes staff in the fields of highway planning and design, geotechnical engineering, structural engineering, traffic engineering, geomatics, environmental and property.

PROGRAM PLANNING

Exeter Road Complex
4th Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4367
Fax (519)873-4236
8:30 - 5:00 


This is one of the five regional sections that coordinate program planning within each region.

REGIONAL OPERATIONAL SERVICES

Exeter Road Complex
Main Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4200
(519)873-4223 (Communications Centre)
Toll Free 1-800-268-1376 (Road Reports)
Fax (519)873-4228
8:30 - 5:00 


Regional Operational Services is one of five regional offices responsible for managing the municipal connecting link program and issuing sign, entrance and building permits with respect to the highways within southwestern Ontario. Southwestern Region has three area offices located in London, Owen Sound and Chatham.

POLICY, PLANNING AND STANDARDS DIVISION

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-8521
Fax (416)327-8746
8:00 - 5:00 


The Policy, Planning and Standards Division has responsibility for the long-term planning and use of the provincial transportation network. The division provides the ministry's policy link to other modes including rail, air and municipal transportation, including transit and Go Transit. This division contributes to the achievement of government priorities and stronger communities, a healthy economy and higher quality of life for all Ontarians by, helping plan a transportation network that is safe, efficient, integrated and multi-modal. This division is also responsible for administering funding programs for transportation, including municipal transit. This division develops engineering standards, policies and guidelines for the design, construction, operation and rehabilitation of the provincial transportation system.

DIVISION SERVICES OFFICE

Bldg B
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4209
Fax (416)235-4255
8:30 - 5:00 

The Division Services Office is the division's window to administrative, human resource and financial services. This office contributes to the division's achievement of its business objectives by providing comprehensive and coordinated services and support to the management team.


ENGINEERING STANDARDS BRANCH

Garden City Tower
2nd Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2089
Fax (905)704-2055
8:30 - 5:00 

The **Engineering** Standards Branch is responsible in the areas of highway engineering research, design, structural design, surveying, hydrology, and engineering materials, for availability of


policies, procedures and systems, conformity of program delivery processes, assessment of operational efficiency and identification of needs for change and improvement and availability of professional expertise. The Engineering Standards Branch researches, develops policies, designs procedures and systems, and offers advice for the infrastructure of the King's Highway System. The branch is the custodian for several highway infrastructure condition **databases**. The branch also monitors the implementation and effectiveness of the processes and technologies used, and identifies needed improvements in consultation with the ministry's regional offices and with industry.

BRIDGE OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2406
Fax (905)704-2060
8:30 - 5:00 


MTO has an inventory of approximately 2,800 **bridges** on the provincial highway system, as well as many culverts, retaining walls, sign supports and other highway related structures. The Bridge Office contributes to the management of this infrastructure with the development, maintenance and implementation of policies, procedures, guidelines, **standards**, manuals and specifications. These ensure the safe and efficient design and **construction** of new and rehabilitated highway structures. The Bridge Office also **designs** complex structures and provides evaluation, monitoring and audit functions related to the performance of various design, construction and rehabilitation contracts and methodologies. A variety of manuals, reports, standard drawings and computer programs are available. These include the Structural Manual, Structure Rehabilitation Manual, Ontario Structure **Inspection** Manual, the Canadian Bridge Analysis System (CANBAS) and the Ontario Bridge Management System (OBMS).

GEOMATICS OFFICE

Garden City Tower
2nd Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2919
Fax (905)704-2051
8:30 - 5:00 

The Geomatics Office provides the ministry with policies, standards, guidelines and procedures for cadastral, engineering and photogrammetric surveying, remote sensing, cartographic and geographic information system (GIS) applications related to provincial roads. Responsibilities include developing, monitoring and providing technical expertise in geomatics; producing photogrammetric plans, cartographic and GIS products; processing legal documents and providing control survey data and services.

HIGHWAY DESIGN OFFICE

Garden City Tower
2nd Flr N, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2293
Fax (905)704-2051
8:30 - 5:00 

The Highway Design Office provides the ministry with policies, **standards**, guidelines and procedures for civil engineering, highway design and **drainage** design related to provincial roads. It deals with the development of standards for highway geometrics, **construction**, design, drainage,

hydrology, **safety** and new products. The office develops and maintains the Ontario Provincial Standards, which reflect construction and material requirements for **highways**, watermains and sewers. Responsibilities include developing, monitoring and providing technical expertise on highway design processes, highway design policy and standards, design documentation and design quality assurance. The office produces a number of highway design **publications** and manuals.

MATERIALS ENGINEERING AND RESEARCH OFFICE

Bldg C

2nd Flr Rm 233, 1201 Wilson Ave

Downsview M3M 1J8

General Inquiry (416)235-3733


(416)235-3533 (Pavements & Foundations)

(416)235-3705 (Concrete)

(416)235-3715 (Bituminous)

(416)235-3735 (Soils & Aggregates)

Fax (416)235-3487

8:30 - 5:00 

Through the Bituminous, Concrete, **Pavements** and Foundations, and Soils and **Aggregates** Sections, the Materials Engineering and Research Office provides quality **standards**, policies and guidelines for materials used in the **construction**, maintenance and operation of **highways**. Research projects are also carried out in these subject areas. **Laboratory testing**, technical evaluation and approval services are available for materials to be used in the design, construction, maintenance and operation of the transportation system, including highways and **bridges**. The Materials Engineering and Research Office publishes reports that are distributed within the ministry and made available to others on request.

TRAFFIC OFFICE


Garden City Tower

2nd Flr, 301 St Paul St

St Catharines L2R 7R4

General Inquiry (905)704-2960

Fax (905)704-2888

8:30 - 5:00 

The **Traffic** Office develops and implements policies, **standards** and procedures for traffic control devices (traffic **signs** and signals), illumination and **speed limits** on provincial **highways**, and electrical engineering applications. The office also maintains the Ontario Traffic Manuals (OTB) Books; traffic volume and **accident** information files for the provincial highway system; develops traffic control techniques and devices; and operational activities of the above functions are carried out by the regional offices (see the ministry's Operations Division entry).

MODAL POLICY AND PARTNERSHIPS BRANCH


Bldg B

3rd Flr, 1201 Wilson Ave

Downsview M3M 1J8


General Inquiry (416)235-4205

Fax (416)235-4000

8:15 - 5:00 


The Modal Policy and Partnerships Branch provides technical knowledge and advice on all modes of the transportation system to support policy development and broader strategic initiatives. In addition, the Branch is responsible for building relationships and influencing stakeholders. It is a resource base for information for the development and implementation of partnerships for delivery and governance structures for transportation infrastructure.

FREIGHT POLICY OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3604
Fax (416)235-4850
8:30 - 5:00 


The Freight Policy Office is responsible for understanding the freight transportation system and its components, recognizing the significance of the relationship between user requirements and service providers, developing operational policies for components of the system, and interacting with stakeholders and their associates. The Freight Policy Office develops policies, strategies, and plans to: support a safe, efficient and sustainable freight transportation system that meets the needs of users and maintain and expand a competitive Ontario economy in continental and global markets.

PARTNERSHIP STRATEGIES OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4205
Fax (416)235-4000
8:30 - 5:00 


Partnership Strategies Office develops partnership strategies involving transportation infrastructure including development of policies and regulatory/policy frameworks that support the forming and improvement of innovative partnerships with the private sector and the broader public sector in order to increase overall investment in infrastructure and facilitate innovative delivery mechanisms and governance structures for transportation infrastructure. It determines opportunities for partnerships, supports the Government's consideration of partnership candidates and manages the ongoing relationship with 407 ETR. It serves as an expert resource base for information, from various Canadian and international sources, relevant to the development and implementation of partnerships for delivery and governance structures for transportation infrastructure.

PASSENGER POLICY OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4058
Fax (416)235-4932
8:30 - 5:00 

The Passenger Policy Office is responsible for understanding the overall passenger transportation system and its components, the relationship between user requirements and service providers, the development of policies for components of the system, and interacting with stakeholders and their associations. The Office is also responsible for managing the relationship with GO Transit.


STRATEGIC POLICY BRANCH

2nd Flr Suite 200, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)212-1899
Fax (416)212-1897
8:30 - 5:00 

The Strategic Policy Branch is responsible for leading the ministry's strategic direction and integrated planning activities including performance measures; managing the ministry's policy/


legislative agenda and intergovernmental relations including federal/provincial issues and international activities to promote Ontario's and the ministry's transportation expertise; coordinating the ministry's participation in key stakeholder conferences; and leading the development of knowledge management applications within the ministry. The Branch is also responsible for the coordination of access requests under the Freedom of Information and Protection of Privacy Act. In addition, the Branch ensures processing of Ministerial Appointments to Agencies, Boards and Commissions.

FREEDOM OF INFORMATION AND PRIVACY OFFICE

2nd Flr Suite 200, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)212-1894
Fax (416)212-1897
8:30 - 5:00 


The FOI and Privacy Office coordinates requests for access to Ministry of Transportation (MTO) information under the Freedom of Information and Protection of Privacy (FOIPP) Act, MTO's participation in appeals, inquiries and investigations by the Ontario Information and Privacy Commissioner, Ombudsman Ontario and the Human Rights Tribunal of Ontario. The Office is the focal point for privacy policy matters in the Ministry. In addition, the Office ensures processing of Ministerial Appointments to Agencies, Boards and Commissions.

POLICY COORDINATION OFFICE

2nd Flr Suite 200, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)212-1914
Fax (416)212-1936
8:30 - 5:00 


The Policy Coordination Office manages the ministry's policy/legislative agenda and MTO's international relations, provides secretariat support to the Minister and Deputy Minister and markets MTO's expertise at stakeholder conferences. It serves as the liaison with Cabinet Office; supports the Minister and Deputy Minister at Cabinet and Cabinet Committees; coordinates policy responses to other ministries/jurisdictions. It manages MTO's international relations; provides one-window access to MTO by governments and private sector; hosts foreign delegation visits and promotes Ontario's and MTO's transportation expertise.

STRATEGIC INTELLIGENCE OFFICE

2nd Flr Suite 200, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)212-1925
Fax (416)212-2351
8:30 - 5:00 


The Strategic Intelligence Office supports ministry strategic direction setting, and policy and planning initiatives by: monitoring, evaluating and reporting on the performance of the ministry and the provincial transportation system (performance measures, program evaluation); developing, implementing and coordinating strategies for Knowledge Management; transportation outlooks activities including macro-economic analysis and other environmental scanning, and monitoring other jurisdictions' strategic transportation activities and best practices.

STRATEGIC POLICY AND PLANNING OFFICE

2nd Flr Suite 200, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)212-1925
Fax (416)212-2351
8:30 - 5:00 


The Strategic Policy and Planning Office provides leadership in setting the ministry's strategic direction, developing the ministry's strategic and business plans and supporting program areas by positioning and preparing cabinet submissions and corporate policy initiatives within the government's policy priorities.

TRANSPORTATION PLANNING BRANCH

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3975
Fax (416)235-5224
8:30 - 5:00 


The Transportation Planning Branch undertakes long range transportation planning at the provincial and regional levels, including linkages to capital planning, environmental issues, intelligent transportation systems, and data management and analysis.

DATA MANAGEMENT AND ANALYSIS OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4079
Fax (416)235-4936
8:30 - 5:00 


The Data Management and Analysis Office is responsible for coordinating the collection and analysis of transportation data for planning and policy activities, such as the Transportation Tomorrow Survey and the Commercial Vehicle Survey, and providing modeling and demand forecasting services for transportation systems.

INTELLIGENT TRANSPORTATION SYSTEMS OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5037
Fax (416)235-5224
8:30 - 5:00 


The Intelligent Transportation Systems Office is responsible for developing and coordinating the implementation of a strategic plan for intelligent transportation; developing deployment strategies for ITS and working with other jurisdictions and stakeholders on joint deployment and ITS protocols and standards.

PROVINCIAL AND ENVIRONMENTAL PLANNING OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2104
Fax (905)704-2007
8:30 - 5:00 


The Provincial and Environmental Planning Office is responsible for undertaking area network planning for large geographic areas, long range planning for the overall provincial highway system, working with other jurisdictions to support international gateways/linkages, managing corridor/policy issues for the provincial highway system, air quality/climate change, working with other ministries/governments on environmental legislation, and ensuring ministry compliance with the Environmental Bill of Rights. The office also works with both federal and provincial regulatory agencies to influence the development of new government environmental directions and requirements for transportation, and develops environmental policy and standards to guide highway operations.

URBAN PLANNING OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5325
Fax (416)235-5224
8:30 - 5:00 


The Urban Planning Office is responsible for undertaking long range planning for urban regions, provides support to Ontario's planning and growth-related activities, and develops plans and strategies for transportation in urban settings.

URBAN AND RURAL INFRASTRUCTURE POLICY BRANCH

Bldg C
3rd Flr Rm 324, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3612
Fax (416)235-3573
8:30 - 5:00 

The Urban and Rural Infrastructure Policy Branch is responsible for managing policy, building relationships and influencing stakeholders, municipalities and federal departments. The branch provides technical knowledge and advice on urban and rural transportation infrastructure including transit and municipal roads and bridges to support policy development and broader strategic initiatives.


MUNICIPAL POLICY OFFICE

Bldg C
3rd Flr Rm 324, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5538
Fax (416)235-3573
8:30 - 5:00 

The **Municipal** Policy Office is responsible for understanding the overall municipal transportation system and its components, the development of operational policies for components of the system,


interacting with stakeholders and their associates and managing the relationship between the ministry and the municipal sector.

TRANSIT POLICY AND PROGRAMS OFFICE

Bldg C
3rd Flr Rm 330, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4204
Fax (416)235-4180
8:30 - 5:00 


The **Transit** Policy and Programs Office is responsible for understanding the overall transit environment in the province, developing policies for all components of transit, interacting with stakeholders and their associations, government transit programs, promoting initiatives to improve transit and managing the relationship between the ministry, transit authorities, federal and municipal government sectors.

ROAD USER SAFETY DIVISION

Bldg A
Main Flr Rm 187, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-2999
Fax (416)235-4153
8:00 - 5:00 


The Road User Safety Division contributes to Ontario's successful safety record by improving road safety and mobility through the promotion and regulation of responsible driving behavior. The key objective is to reduce death and injury on our roads by developing, promoting and participating in road user safety programs. It also promotes the customer responsiveness, effectiveness and cost efficiency in the delivery of its programs including driver and vehicle products. The Assistant Deputy Minister, Road User Safety Division, is responsible for the coordination of all road user safety activities for the province, and acts as the Registrar of Motor Vehicles for Ontario.

BUSINESS SERVICES BRANCH

Bldg A
Rm 154, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3824
(416)235-4871 (Receptionist)
Fax (416)235-4474 (Executive)
Fax (416)235-5362 (Business Services Branch)
Fax (416)235-3729 (Contract Performance Management)
Fax (416)235-3939 (Other Fax)
8:30 - 5:00 


The Business Services Branch facilitates and coordinates quality business, financial, communications and human resources planning and coordination services for the Road User Safety Division. The branch supports and delivers initiatives relative to the OPS Quality Service Strategy and provides coordinaton and consultative services in the areas of performance effectiveness measurement and continuous improvement.

BUSINESS AND FINANCIAL PLANNING OFFICE

Bldg A
Rm 154, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3824
(416)235-4871 (Receptionist)
Fax (416)235-5362
8:30 - 5:00 


The Business and Financial Planning Office facilitates and coordinates the development of strategic and results-based plans for the Road User Safety Division. The office acts as a divisional business planning liaison with Finance, Strategic Policy, Human Resources, Legal, Communications and I&IT branches; coordinates and develops the ADM's Performance Management Plan; provides road user safety input to MTO Public Business Plan. The office also acts as a divisional liaison with respect to monitoring and reporting on the division's public performance measures.

BUSINESS PERFORMANCE OFFICE

Bldg A
Rm 154, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3824
(416)235-4871 (Receptionist)
Fax (416)235-5362
8:30 - 5:00 


The Business Performance Office develops the annual expenditure allocation and revenue plan and is responsible for coordinating in-year financial management activities. This office supports and coordinates the development of in-year Management Board Submissions; maintains a Management Information System and administers the Performance Management Program for the Private Issuing Network and the Vehicle Impoundment Program.

DIVISIONAL COMMUNICATIONS OFFICE

Bldg A
Rm 154, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3824
(416)235-4871 (Receptionist)
Fax (416)235-5362
8:30 - 5:00 


The Divisional Communications Office is responsible for managing and providing support to the development of communications materials produced in the Road User Safety (RUS) Division. The office provides strategic advice and support to ensure that divisional program initiatives, objectives and successes are effectively communicated to a variety of stakeholders. The office also supports the division's critical issues management process by coordinating all RUS briefing note and media requests.

DIVISIONAL COORDINATION OFFICE

Bldg A
Rm 154, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3824
(416)235-4871 (Receptionist)
Fax (416)235-5362
8:30 - 5:00 


The Divisional Coordination Office is responsible for supporting and providing coordination services to the Division in such areas as Division Planning, Human Resources, Procurement/ Consulting, Training and Development, Audit and Risk Assessments, Security, PC Fleet, Occupational Health and Safety, Legal, Facilities and Accommodations, and Corporate Projects/ Initiatives.

SERVICE IMPROVEMENT OFFICE

Bldg A
Rm 154, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3824
(416)235-4871 (Receptionist)
Fax (416)235-5362
8:30 - 5:00 


The Service Improvement Office provides consultative and coordination services on behalf of and for the division in the following areas to facilitate service improvement: application of the OPS Quality Service Model; monitoring performance against the Service Quality Standards; developing, implementing and maintaining renewal and revitalization activities, including the division's employee recognition program; monitoring and measuring customer satisfaction through customer surveying and customer feedback management at private issuing offices, DriveTest centres and other service delivery channels.

CARRIER SAFETY AND ENFORCEMENT BRANCH

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
Fax (905)704-2530
8:00 - 4:30 


The Carrier **Safety** and Enforcement Branch promotes and improves the safe operation of commercial **vehicles** in Ontario. It regulates road users and vehicles, monitors and improves compliance levels and manages enforcement. It develops educational, legislative, regulatory, policy and program initiatives to influence the performance of the truck and **bus** industry using Ontario's **highways**.

CARRIER ENFORCEMENT PROGRAM OFFICE

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
Fax (905)704-2467
8:30 - 4:30 


The Carrier Enforcement Program Office provides program evaluation (effectiveness, efficiency), performance reviews, technical analysis and support for field staff, enforcement facilities management, public education, marketing communications, operational policy and procedures. The office also provides expert consulting services regarding vehicle design, performance, standards and regulation.

CARRIER SAFETY ENHANCEMENTS PROJECT OFFICE

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736x42500
Fax (905)704-2467
8:30 - 4:30 


The Carrier **Safety** Enhancements Project Office is involved in a number of initiatives: Internet Access to Safety Ratings; CVOR Renewal and National Data Exchange.

CARRIER SAFETY POLICY OFFICE

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
Fax (905)704-2750
8:30 - 4:30 

The Carrier Safety Policy Office is responsible for the development of legislation/regulations, project management, coordination of Cabinet Submissions, Minister's letters and briefing notes related to commercial carriers/policy. The office is the focal point for national/international trucking issues.


CARRIER SANCTIONS AND INVESTIGATION OFFICE

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
Fax (905)704-2545 (Oversize/Overweight Permits)
Fax (905)704-2574 (MVIS)
Fax (905)704-2039 (Control & Sanctions)
Fax (905)704-2525
8:30 - 5:00 

The Carrier Sanctions and **Investigation** Office provides special investigations, carrier control and **enforcement** support services for the Carrier subprogram. Investigations involve contraventions


under the Highway Traffic Act, the Motor Vehicle Transport Act, the Truck Transportation Act and the Public Vehicle Act. The office monitors operations of carriers and initiates control and sanction proceedings against offenders. It is also responsible for various licensing functions - truck/bus operating **licences**, MVIS licences and issuing Oversize/Overweight **permits**.

PROJECTS AND CHANGE MANAGEMENT BRANCH

Bldg C
Rm 143 & 145, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4249
Fax (416)235-4111
8:30 - 5:00 


The Projects and Change Management Branch (PCMB) is responsible for leading, supporting and participating in key business re-engineering and business improvement activities within the Road User Safety Division. The branch provides project and change management support to define and promote the evaluation of the division's core business areas. Working with MCBS and various partner ministries, PCMB is also the main divisional contact for the government's Integrated Service Delivery initiative, and has overall responsibility for coordinating and implementing various customer service improvements through the telephone, internet and kiosk channels, including contact centres throughout the division. In addition, the branch provides operational and ongoing support for the International Registration Plan and is responsible for the Insurance Data Partnership that is being developed with the Insurance Bureau of Canada.

CHANGE MANAGEMENT OFFICE

Bldg C
Rm 143 & 145, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4249
Fax (416)235-4111
8:30 - 5:00 


The Change Management Office is responsible for coordinating and managing the change management process, providing innovative approaches in business practices aimed at improved customer service excellence, and in implementing and managing change management strategies for the division.

E-BUSINESS OFFICE

Bldg C
3rd Flr Rm 333, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3865
Fax (416)235-4821
8:30 - 4:30 


The e-Business Office is responsible for leading and participating in strategic re-engineering and continuous business improvements initiatives, with a focus on improving customer service through emerging electronic service delivery technologies. The e-Business Office provides overall leadership and business analysis and operational support to the International Registration Plan (IRP). It also provides project management and business analysis support to the overall Integrated Service Delivery Strategy as well as the Electronic Service Delivery for Individuals (ESDI) project and a number of the RUSSR Projects including the Revenue Management System Project and the Design Framework/Business Repository Project. The e-Business Office provides contract management and support to the current network of 70 ServiceOntario kiosks and is leading the Kiosks Renewal Project.

INSURANCE DATA PARTNERSHIPS OFFICE

Bldg C
Rm 143 & 145, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4249
Fax (416)235-4111
8:30 - 5:00 


The Insurance Data Partnerships Office is responsible for the partnership project with the insurance industry that will promote efficiency and improve the delivery of services.

PROJECT MANAGEMENT OFFICE

Bldg C
Rm 143 & 145, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4249
Fax (416)235-4111
8:30 - 5:00 


The Project Management Office (PMO) provides project management guidance, leadership and support to project activity within the Division. The PMO also has oversight and financial management responsibilities concerning the Road User Safety Systems Renewal projects in conjunction with the I&IT Cluster staff. This project comprises 15 sub-projects aimed at creating/renewing technology infrastructure and business applications to better enable the ministry to meet the challenges of the future. It is also the overall lead and coordination for the division's involvement in the government's Integrated Service Delivery initiative.

TELEPHONE CHANNEL BUSINESS OFFICE

Bldg A
Rm 206, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4842
Fax (416)235-4642
8:30 - 4:30 


The Telephone Channel Business Office is responsible for leading re-engineering/strategic customer service improvement projects and managing the operational/ongoing support for products and services made available on the Telephone and Internet Channel and Contact Centres.

ROAD USER SAFETY OPERATIONS

Bldg A
Rm 202, 1201 Wilson Ave
Toronto M3M 1J8
General Inquiry (416)235-2833
Fax (416)235-5672
8:30 - 5:00 

Road User Safety Operations is responsible for providing executive leadership in the direct and indirect delivery of province-wide driver, vehicle and carrier programs. The following branches have a direct reporting relationship to the Executive Director of Operations: Central Region Driver and Vehicles, Field Operations Drivers and Vehicles, Licensing Services Branch and Service Delivery Partnerships Branch.


CENTRAL REGION DRIVERS AND VEHICLES

Bldg D
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5406
(416)235-5427 (Demerit Points Interviews)
Toll Free 1-800-396-4233 (Senior Group Education Sessions)
Fax (416)235-4670
8:30 - 5:00 

The Central Region **Drivers** and Vehicles Office delivers, within Central Region, the ministry's programs in the areas of licensing, driver improvement, vehicle registration and vehicle **inspection**; and enforces the statutes and regulations related to the operation of vehicles on the highways of Ontario.


DRIVER AND VEHICLE LICENCE ISSUING OFFICE

DOWNSVIEW OVERSIZE/OVERWEIGHT PERMIT AND INTERNATIONAL REGISTRATION PLAN OFFICE

Bldg A
2680 Keele St
Downsview M3M 3E6
General Inquiry (416)235-2999
(416)235-4774 (International Registration)
Toll Free 1-800-268-7590
Fax (416)235-5000 (International Registration)
8:30 - 5:00 


Downsview Oversize/Overweight Permit and International Registration Plan Office issues overdimensional permits and registers international carriers through the International Registration Plan.

HAMILTON OVERSIZE/OVERWEIGHT PERMIT AND INTERNATIONAL REGISTRATION PLAN OFFICE

2255 Barton St E
Hamilton L8E 7T4
General Inquiry (905)561-5926
(905)561-5926x212 (International Registration)
Fax (905)561-4603
8:30 - 5:00 

Hamilton Oversize/Overweight Permit and International Registration Plan Office issues overdimensional permits and registers international carriers through the International Registration Plan.

QUEEN'S PARK DRIVER AND VEHICLE LICENSING OFFICE

Macdonald Block
1st Flr, 900 Bay St
Toronto M7A 2A2
General Inquiry (416)325-8650
Fax (416)325-2673
8:30 - 5:00 


MTO Issuing Office provides "over the counter" delivery of driver and vehicle products and services.

DRIVER EXAMINATION SERVICES

Driver Examination Services are now provided through DriveTest Centres. To book a road test, please call 1-888-570-6110 or 1-416-325-8580.


ENFORCEMENT OFFICES

DURHAM ENFORCEMENT OFFICE

475 Bond St
Oshawa L1J 2M2
General Inquiry (905)728-7505
Fax (905)728-1889
8:30 - 5:00 


Enforcement staff inspect and enforce the legislative requirements for commercial motor vehicles operating on Ontario highways.

HALTON ENFORCEMENT OFFICE

Suite 400, 4145 North Service Rd
Burlington L7L 6A3
General Inquiry (905)315-7556x234
Fax (905)315-7571
8:00 - 5:00 


Enforcement staff inspect and enforce the legislative requirements for commercial motor vehicles operating on Ontario highways.

HAMILTON/NIAGARA ENFORCEMENT OFFICE

903 Barton St E
Stoney Creek L8E 5P5
General Inquiry (905)643-7947x201
(905)892-8631 (Niagara Sub Office)
Fax (905)643-7529
8:30 - 5:00 


Enforcement staff inspect and enforce the legislative requirements for commercial motor vehicles operating on Ontario highways.

PEEL ENFORCEMENT OFFICE

Erin Park Ctr
Unit 1, 6400 Millcreek Dr
Mississauga L5N 3E7
General Inquiry (905)826-3453x223
Fax (905)826-6989
8:30 - 5:00 


Enforcement staff inspect and enforce the legislative requirements for commercial motor vehicles operating on Ontario highways.

TORONTO ENFORCEMENT OFFICE

2064 Kennedy Rd
Scarborough M1T 3V1
General Inquiry (416)325-2645
Fax (416)325-8591
8:30 - 5:00 


Enforcement staff inspect and enforce the legislative requirements for commercial motor vehicles operating on Ontario highways.

YORK ENFORCEMENT OFFICE

1st Flr, 50 Bloomington Rd W
Aurora L4G 3G8
General Inquiry (905)713-7324
Fax (905)713-7328
8:30 - 5:00 


Enforcement staff inspect and enforce the legislative requirements for commercial motor vehicles operating on Ontario highways.

FIELD OPERATIONS BRANCH

Suite 301, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)472-7900
Fax (705)497-6886
8:30 - 5:00 

The Field Operations Branch administers the ministry's enforcement, **driver** and vehicle services for Eastern, Northern (includes Northwestern) and Southwestern regions. Programs delivered by the branch include: Driver Improvement, International Registration, Overdimensional Permits, Vehicle Registration and Vehicle **Inspection**. The branch enforces the statutes and regulations related to the operations of commercial motor vehicles in Ontario and also oversees the 214 privately owned Driver and Vehicle Issuing Offices and 44 DriveTest Centres within its jurisdiction.

EASTERN REGION - ENFORCEMENT, DRIVER AND VEHICLE FIELD SERVICES

355 Counter St
Kingston K7L 5A3
Toll Free 1-800-701-2171 (Seniors/Demerit Point Interviews)
Fax (613)540-5159
8:30 - 5:00 

The Eastern Region Field Services Office delivers the ministry's programs in the areas of drivers and vehicles services, driver improvement, commercial vehicle inspection; and enforces the statutes and regulations related to the operation of commercial motor vehicles on the highways of Ontario.

DRIVER EXAMINATION SERVICES

Driver Examination Services are now provided through DriveTest Centres. To book a road test, please call 1-888-570-6110 or 1-416-325-8580.

KINGSTON DISTRICT OFFICE

355 Counter St

PO Bag 4000

Kingston K7L 5A3

(613)547-1761 (Enforcement)


(613)540-5185 (International Registration)

(613)545-4765 (Overdimensional Permits)

Toll Free 1-800-701-2171 (Senior/Demerit Point Interviews)

Fax (613)545-4632 (Enforcement)

Fax (613)545-4781 (Overdimensional Permits/International Registration)

8:30 - 5:00 **PORT HOPE - ENFORCEMENT, DRIVER AND VEHICLE SERVICES**


138 Hope St N

Port Hope L1A 2P1

General Inquiry (905)885-6381 (Port Hope Field Office)

(905)885-8318 (International Registration)

Fax (905)885-4268

8:15 - 4:30 

Office closed from 12:00 p.m. to 1:00 p.m.

OTTAWA DISTRICT OFFICE

Unit 2, 3091 Albion Rd N

Ottawa K1V 9V9

(613)731-2803 (International Registration)

(613)731-1474x138 (Enforcement)


Other 1-800-701-2171 (Senior/Demerit Point Interviews)

(613)731-6451 (Overdimensional Permits)

Fax (613)731-8987 (International Registration)

Fax (613)249-8143 (Overdimensional Permits)

Fax (613)249-8145 (Enforcement/Administrative Services)

8:30 - 5:00 **CORNWALL - ENFORCEMENT, DRIVER AND VEHICLE SERVICES**


55 Water St W

Cornwall K6J 1A1

(613)731-1474x138 (Enforcement)

(613)933-3245 (Prorate/International Registration)

Fax (613)933-8237


8:45 - 5:00 

Office closed from 12:00 p.m. to 1:15 p.m.

NORTHERN REGION - ENFORCEMENT, DRIVER & VEHICLE FIELD SERVICES

1st Flr, 615 South James St

Thunder Bay P7E 6P6


8:30 - 5:00 

The Northern Region Field Services Office delivers the ministry's programs in the areas of drivers and vehicles services, driver improvement, commercial vehicle inspection; and enforces the statutes and regulations related to the operation of commercial motor vehicles on the highways of Ontario.

DRIVER EXAMINATION SERVICES


Driver Examination Services are now provided through DriveTest Centres. To book a road test, please call 1-888-570-6110 or 1-416-325-8580.

NORTHERN REGION: EAST - ENFORCEMENT, DRIVER & VEHICLE FIELD SERVICES


Ontario Government Bldg
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)472-7900x6277
Fax (705)497-5439
8:30 - 5:00 

The Northern Region: East Field Services Office delivers the ministry's programs in the areas of drivers and vehicles services, driver improvement, commercial vehicle inspection; and enforces the statutes and regulations related to the operation of commercial motor vehicles on the highways of Ontario.


NORTH BAY/TIMMINS DISTRICT OFFICE

Ontario Government Bldg
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
(705)497-5411 (Enforcement)
(705)497-5412 (International Registration and Overdimensional Permits)
Toll Free 1-800-461-9548 (Senior/Demerit Point Interviews)
Fax (705)497-5533 (International Registration and Overdimensional Permits)
Fax (705)497-5415 (Enforcement)
Fax (705)497-5439 (Senior/Demerit Point Interviews)
8:30 - 5:00 


HUNTSVILLE ENFORCEMENT, DRIVER AND VEHICLE SERVICES

207 Main St W
Huntsville P1H 1Z9
(705)789-2391x270 (Enforcement)
Fax (705)789-1660 (Enforcement)
8:30 - 5:00 

TIMMINS ENFORCEMENT, DRIVER AND VEHICLE SERVICES


Ontario Government Complex
E Wing, Hwy 101 E
PO Bag 4000
South Porcupine P0N 1H0
(705)235-1469 (Enforcement)
Fax (705)235-1475 (Enforcement)
8:30 - 5:00 

NORTHERN REGION: WEST - ENFORCEMENT, DRIVER AND VEHICLE FIELD SERVICES

1st Flr, 615 James St S
 Thunder Bay P7E 6P6
 General Inquiry (807)473-2072
 (807)473-2021 (Enforcement)
 Toll Free 1-800-461-9548 (Senior/Demerit Point Interviews)
 Fax (807)473-2147
 8:30 - 5:00 


The Northern Region: West Field Services Office delivers the ministry's programs in the areas of drivers and vehicles services, driver improvement, commercial vehicle inspection; and enforces the statutes and regulations related to the operation of commercial motor vehicles on the highways of Ontario.

KENORA DISTRICT OFFICE


808 Robertson St
 PO Box 2250
 Kenora P9N 3X8
 General Inquiry (807)468-2781
 (807)468-2780 (Overdimensional Permits)
 Fax (807)468-6987
 8:15 - 4:30 

NOTE: Closed daily 12:00 p.m. - 1:00 p.m.


DRYDEN ENFORCEMENT, DRIVER AND VEHICLE SERVICES

479 Government Rd
 PO Box 3000
Dryden P8N 3B3
 General Inquiry (807)223-8637 (Enforcement)
 Fax (807)223-6694
 8:15 - 4:30 


FORT FRANCES ENFORCEMENT, DRIVER AND VEHICLE SERVICES

283 Church St
Fort Frances P9A 1C7
 General Inquiry (807)274-4424 (Enforcement)
 Fax (807)274-2768
 8:15 - 4:30 


SAULT STE MARIE DISTRICT OFFICE

740 Great Northern Rd
Sault Ste Marie P7A 5K7
 General Inquiry (705)945-9395 (Enforcement)
 Fax (705)945-6851
 8:30 - 5:00 


SUDBURY ENFORCEMENT, DRIVER AND VEHICLE SERVICES

Unit 6 & 7, 428 Westmount Ave
Sudbury P3A 5V8
 General Inquiry (705)566-1414
 General Inquiry (705)566-1414x233 (Enforcement)
 (705)566-1414x224 (Overdimensional Permits)
 Fax (705)566-6844
 8:30 - 5:00 

THUNDER BAY DISTRICT OFFICE

1st Flr, 615 South James St
Thunder Bay P7E 6P6
 General Inquiry (807)473-2021 (Enforcement)
 (807)473-2164 (International Registration)
 (807)473-2040 (Overdimensional Permits)
 Fax (807)473-2133
 8:30 - 5:00 

SOUTHWESTERN REGION - ENFORCEMENT, DRIVER AND VEHICLE FIELD SERVICES


Exeter Road Complex
Main Flr, 659 Exeter Rd
London N6E 1L3
Toll Free 1-888-276-7885 (Senior/Demerit Point Interviews)
Fax (519)873-4332 (Regional Office)
8:30 - 5:00 

The Southwestern Region Field Services Office delivers the ministry's programs in the areas of drivers and vehicles services, driver improvement, commercial vehicle inspection; and enforces the statutes and regulations related to the operation of commercial motor vehicles on the highways of Ontario.


DRIVER EXAMINATION SERVICES

Driver Examination Services are now provided through DriveTest Centres. To book a road test, please call 1-888-570-6110 or 1-416-325-8580.


KITCHENER DISTRICT

500 Weber St N
Waterloo N2L 4E9
General Inquiry (519)885-4297
(519)885-3403 (International Registration)
(519)885-9489 (Overdimensional Permits)
Toll Free 1-866-838-5821
Fax (519)885-9937
8:30 - 5:00 


BARRIE - ENFORCEMENT, DRIVER AND VEHICLE SERVICES

Unit 3, 92 Commerce Park Dr
Barrie L4N 8W8
General Inquiry (705)739-6301
(705)739-6368 (International Registration)
Fax (705)739-6300 (International Registration)
8:30 - 5:00 


BRANTFORD - ENFORCEMENT, DRIVER AND VEHICLE SERVICES

515 Park Rd N
Brantford N3R 7K8
General Inquiry (519)756-0167
Fax (519)756-1705
8:30 - 5:00 


CLINTON - ENFORCEMENT, DRIVER AND VEHICLE SERVICES

100 Don St
Clinton N0M 1L0
General Inquiry (519)482-5536
Fax (519)482-5031
8:30 - 5:00 


OWEN SOUND - ENFORCEMENT, DRIVER AND VEHICLE SERVICES

1450 Seventh Ave E
Owen Sound N4K 2Z1
General Inquiry (519)376-1341
Fax (519)376-0633
8:30 - 5:00 


LONDON DISTRICT

Exeter Road Complex
1st Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4285
General Inquiry (519)873-4284
(Overdimensional Permits)
(519)873-4280 (International Registration)
Toll Free 1-800-265-6072
Fax (519)873-4306
8:30 - 5:00 


WINDSOR DISTRICT

Suite 210, 150 Ouellete Pl
Windsor N8X 1L9
General Inquiry (519)972-9044
(519)972-8866 (International Registration)
(519)972-5579 (Overdimensional Permits)
Toll Free 1-866-612-7354
Fax (519)966-7567
8:30 - 5:00 

CHATHAM - ENFORCEMENT, DRIVER AND VEHICLE SERVICES

870 Richmond St
Chatham N7M 5L3
General Inquiry (519)352-1400x234
Fax (519)352-9346
8:30 - 5:00 

LICENSING SERVICES BRANCH

Bldg A
Main Flr Rm 199, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-2999
Fax (416)235-5211
8:30 - 5:00 


The Licensing Services Branch is responsible for direct customer service and service support functions, as well as regulatory driver licensing functions critical to the Division's road safety mandate.

DRIVER IMPROVEMENT OFFICE

Bldg A
Main Flr, 2680 Keele St
Downsview M3M 3E6
General Inquiry (416)235-1773 (Medical Review Section)
General Inquiry (416)235-1086 (Driver Control Section)
Fax (416)235-3400 (Medical Review Section)
Fax (416)235-4415 (Driver Control Section)
8:30 - 5:00

The Driver Improvement Office is committed to minimizing risks to road safety through the delivery of medical review and driver control programs to reduce collisions, injuries and fatalities. This includes setting, monitoring and enforcing the medical standards for driver fitness, delivering programs aimed at drinking drivers, and improving driver behaviour through driver treatment programs and sanctions, while providing effective and customer-friendly service to clients.

LICENSING ADMINISTRATION OFFICE

Bldg A
Main Flr Rm 178, 2680 Keele St
Downsview M3M 3E6
General Inquiry (416)235-2999
Toll Free 1-800-387-3445
Fax (416)235-4414
8:30 - 5:00 


The Licensing Administration Office serves as the primary access point on behalf of the Road User Safety Division for phone, internet/e-mail and written enquiries from the public, government agencies, law enforcement and other external client groups on a broad range of driver and vehicle licensing policies, procedures and governing legislature. One window service for: coordination of Freedom of Information and Protection of Privacy (FOIPP) Act on behalf of Division; certification of Driver and Vehicle documents for court purposes; resolving, investigating and researching complex driver and vehicle issues for internal and external clients; fulfilment of Personalized Plate orders via phone as well as electronic and mail requests for driver/vehicle/carrier and collision report information products.

LICENSING PRODUCTION SERVICES OFFICE

355 Counter St
PO Box 9200
Kingston K7L 5A3
General Inquiry (613) 545-4779
Fax (613)545-4620 (Field Service)
Fax (613)545-4678 (Personalized Plates)
Fax (613)545-4803 (Executive Office, Licensing Services)
Fax (613)548-4100 (RUSSR & User Test)
Fax (613)547-1751 (Products & Services)
8:30 - 5:00 


The Licensing Production Services Office is responsible for the centralized processing and fulfilment of ministry products and services (e.g. driver licences, vehicle registration renewals) through mail, telephone and internet channels. This office maintains a partnership with Ministry of Community Safety and Correctional Services in the production, supply and distribution of Ontario's motor vehicle licence plates. At the Kingston Card Production Centre, digital photo drivers' licences and health cards are produced for the Province of Ontario.

SERVICE DELIVERY PARTNERSHIPS BRANCH

Bldg C
Rm 148, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3881
Fax (416)235-4433
8:00 - 5:00 


The Service Delivery Partnerships Branch is responsible for contract and relationship management with key delivery partners including Serco DES (driver exam) and the private issuing network. It is also responsible for the policies and procedures to support all Driver and Vehicle services, as well as the Fraud Prevention and Business Integrity Project.

DRIVER EXAMINATION SERVICES OFFICE

Bldg E
Rm 206, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3884
Fax (416)235-4340
8:30 - 5:00 

The Driver Examination Services Office is responsible for oversight and compliance monitoring related to the delivery of Driver Examination Services by Serco DES. The office provides contract oversight, issues management capability and supports the ongoing improvement of Driver Examination Services.


FRAUD PREVENTION AND BUSINESS INTEGRITY PROJECT OFFICE

Bldg B
2nd Flr East Side, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4036
Fax (416)235-4325
8:00 - 5:00 

The Fraud Prevention and Business Integrity Project Office is working to more effectively protect the public from fraudulent use of driver/vehicle information, falsified driver/vehicle related

documents and to enhance the confidence in driver and vehicle licensing documents. It is also working to strengthen the reciprocal recognition of Ontario's driver licence to facilitate efficient movement across borders.

ISSUER SERVICES OFFICE

Bldg C
Main Flr Rm 148, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3881
Fax (416)235-4433
8:00 - 5:00 


The Issuer Services Office is responsible for the business relationship with the Ministry's Private Issuer Network and the procurement of replacement issuers.

OPERATIONAL POLICY OFFICE

Bldg A
Lower Level Rm B-051, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4612
Fax (416)235-4646
8:00 - 5:00

The Operational Policy Office develops and implements new policies and procedures, monitors existing programs, identifies, analyzes and resolves post implementation problems and communicates and distributes updates and new information to the Driver and Vehicle Delivery Network. It also coordinates the Ministry Driver Handbook Committee and ensures public education material reflects rules of the road and other relevant road safety information. It also approves instructor courses and provides technical training to program staff. In addition, this office is responsible for administering the Driver Certification Program and the Driver Licensing and Vehicle Registration Programs and coordinating the administration development of the independent driver and licence issuing offices.


SAFETY POLICY AND EDUCATION BRANCH

Bldg A
Main Flr Rm 199, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
Fax (416)235-5139
8:00 - 4:30 

The Safety Policy and Education Branch promotes road user safety through policy development, research, marketing and public education as well as special projects.


ROAD SAFETY MARKETING OFFICE

Bldg A
Main Flr Rm 212, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
(416)235-3473 (Road Safety Information & Programs, Info Sheets, Posters, Handbooks, Brochures)
Fax (807)473-2147 (Thunder Bay)
Fax (705)497-5439 (North Bay)
Fax (416)235-5129 (Downsview)

Fax (613)545-4737 (Kingston)
Fax (416)235-5068 (To Order Road Safety Brochures)
Fax (519)873-4332 (London)
8:00 - 4:30 


The **Road Safety** Marketing Office develops provincial programs that promote road user safety; works with community networks to deliver road user safety programs; and monitors road user safety activity through liaisons with stakeholders and other jurisdictions.

ROAD SAFETY PROGRAM OFFICE

Bldg A
Main Flr Rm 212, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
Fax (416)235-3633
8:00 - 4:30 


The Road Safety Program Office promotes safety on Ontario's highways by researching, planning, developing and evaluating road user safety initiatives directed at drivers, vehicles and other road users. The legislation and regulations primarily involve the Highway Traffic Act, Motorized **Snow Vehicles** Act and the Off-Road Vehicles Act.

SERVICE DEVELOPMENT AND IMPROVEMENT BRANCH

Bldg C
Rm 128, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5038
Fax (416)235-4309
8:30 - 5:00 


The Service Development and Improvement Branch identifies best practices and effectively implements new program delivery initiatives.

PROJECT DEVELOPMENT OFFICE

Bldg C
Rm 321, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4483
Fax (416)235-5309
8:30 - 5:00 


The Project Development Office provides support to the Ministry's Road User Safety Division by providing complete end-to-end development of new projects. The Project Development Office also provides value-added support to the division by conducting comprehensive business process management reviews of program offices and their business functions. The office assists program areas in becoming more effective and efficient by conducting business process reviews, developing process maps, identifying service delivery gaps, and developing options and recommendations for implementing strategies to improve service delivery and quality.

SERVICE DEVELOPMENT AND IMPLEMENTATION OFFICE

Bldg C
Rm 318 and 128A, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5103
Fax (416)235-5309
8:30 - 5:00 


The Service Development and Implementation Office works with partners from within MTO and outside to implement new road safety and service improvement initiatives. The Office also has a role in overseeing initiatives after implementation and identifying opportunities for improvement.

TRANSPORTATION I&IT CLUSTER

4th Flr, 30 College St
Toronto M5G 1K2
General Inquiry (416)327-3754
Fax (416)327-3755
8:30 - 5:00 


The Transportation Information and Information Technology Cluster provides leadership in the planning and deployment of information technology for the Ministry of Transportation, to enable the delivery of transportation programs and services, support the generation of new business opportunities, and build on key elements of the Government Information and Information Technology infrastructure.

HIGHWAYS AND BUSINESS SERVICES APPLICATION SOLUTIONS BRANCH

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2637
(905)704-2857 (Business Information Services 7th Flr)
Fax (905)704-2626 (4th Flr Staff)
Fax (905)704-2005 (7th Flr Staff (BIS))
8:30 - 5:00 

Highways and Business Services Application Solutions Branch provides IT planning, application development, maintenance and support to the Provincial Highways Management, Transportation Policy and Planning, and Business Support core businesses within the ministry. It also provides library and records information management services to the entire ministry.


APPLICATION SERVICES OFFICE

Garden City Tower
7th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2857
Fax (905)704-2005
8:30 - 5:00 

The Application Services Office is responsible for meeting the application development and support, and information management needs of the Business Support core activity. It provides leadership and implementation of OPS restructuring and corporate initiatives, including Shared Services, Regional Service Delivery and Internal Administration. The Business Support core activity uses I&IT extensively to deliver Business Support services to all of MTO's core businesses. This office is responsible for participating in the implementation of corporate applications such as the Workforce Information Network (WIN) and the Integrated Financial Information System


(IFIS). In addition to the traditional I&IT functions required to support Business Support, this office provides Library and reference material management, and Recorded Information Management (RIM) administrative functions for the ministry.

ENTERPRISE LIBRARY AND RECORDS INFORMATION MANAGEMENT OFFICE

Garden City Tower
7th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2065
Fax (905)704-2005
8:30 - 5:00 


The Transportation I&IT Cluster's Enterprise Library provides library services to the ministry. The service combines direct access to information from the desktop with the resources of a first class engineering library collection. Professional librarians are available to ensure MTO staff have the resources necessary to meet their information needs in a timely, accurate and reliable manner.

PROGRAM CONTROL OFFICE

Garden City Tower
7th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2857
Fax (905)704-2005
8:30 - 5:00 


The Program Control Office provides application planning and standards management including quality assurance for applications related to the business support core business.

I&IT PLANNING, ARCHITECTURES AND MANAGEMENT SERVICES

Bldg A
Rm 101, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (905)704-2780
Fax (416)235-5341
8:30 - 5:00 

I&IT Planning, Architectures and Management Services coordinates the Transportation I&IT Cluster's planning, best practices and architectural management for the ministry's annual investment in I&IT-related staff, equipment, applications and operational support. This office manages vendor relations, contracts ensuring Service Level Agreements are developed and maintained. It also provides a focal point to the ministry's core businesses ensuring that business needs are identified using common planning and project methodologies while providing financial and general management functions.

IT SERVICE MANAGEMENT BRANCH

Garden City Tower
7th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2602
Fax (905)704-2010
8:30 - 5:00 

IT Service Management Branch is responsible for ensuring a highly reliable, well-designed and well-managed IT infrastructure as the foundation for the I&IT functions of the ministry's core businesses. This includes all Head Office operations and provincial I&IT infrastructure design,

deployment and management, as well as providing functional direction to Regional IT operations. These activities encompass a client base of ministry staff in the Niagara and Greater Toronto areas as well as providing functional leadership for service management to clients throughout the province.

GTA SERVICE DELIVERY AND SPECIAL PLATFORMS


Bldg D

2nd Flr, 1201 Wilson Ave

Downsview M3M 1J8

General Inquiry (416)235-4517

Fax (416)235-4382

8:30 - 5:00 

GTA Service Delivery and Special Platforms is accountable for providing direct service delivery and I & IT operations support to customers in the Greater Toronto Area, including senior executives and Minister's Office staff at Queen's Park. Common services provided include Service Desk (HelpDesk and Desktop support functions), Local LAN Administration, PC Fleet Management and Network Operations. The office is also responsible for maintaining and supporting the Road User Safety platforms that deliver the core business agenda (e.g. the Voice Response System network, the AS/400 platform, and the Road User Safety Development and Test environments).

ROAD USER SAFETY APPLICATION SOLUTIONS


Bldg A

Rm 199, 1201 Wilson Ave

Downsview M3M 1J8

General Inquiry (416)235-4099

Fax (416)235-5211

8:30 - 5:00 

Road User Safety Application Solutions is responsible for meeting the I&IT planning, application development and support, data and information management needs of the Road User Safety core business. The Driver, Vehicle and Carrier systems that support the delivery of Road User Safety services to the public are the largest in Canada and in the top ten of their kind in North America. They include a large on-line, real time, Vehicle Registration, Driver Licensing and Control, and Carrier Licensing and Control Systems. These systems support the licensing and registration of millions of drivers and vehicles. Services are delivered through a province-wide network to approximately 400 storefront locations, via 1,800 workstations. Information products and a selection of services are also distributed through a variety of delivery channels such as self-service kiosks, electronic data transfer, interactive voice response and the internet.

PLANNING, STANDARDS AND CONTROL OFFICE


Bldg A

Rm 119, 1201 Wilson Ave

Downsview M3M 1J8


General Inquiry (416)235-4511

Fax (416)235-3970

8:30 - 5:00 

The Planning, Standards and Control Office provides database administration, systems management and quality assurance, systems library administration, systems testing, batch production control, and support services for application development and maintenance. The office also provides 24-hour technical support to the operation of the Road User Safety's on-line and batch production systems.

ROAD USER SAFETY APPLICATION DEVELOPMENT AND DELIVERY

Bldg A
Rm 130, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4502
Fax (416)235-4202
8:30 - 5:00 

Road User Safety Application Development and Delivery is responsible for planning, analysis, design, development and delivery of information and technology solutions for Road User Safety core business - driver, vehicle, carrier programs, as well as government initiatives.


AGENCIES, BOARDS AND COMMISSIONS

GO TRANSIT

Suite 600, 20 Bay St
Toronto M5J 2W3
General Inquiry (416)869-3600 (Head Office)
(416)869-3600x7273 (Lost & Found)
(416)869-3200 (Customer Service)
TTY 1-800-387-3652
Toll Free 1-888-438-6646 (1 888 GET ON GO)
Fax (416)869-3525 (Head Office)
www.gotransit.com
8:00 - 4:30 

The Greater Toronto **Transit** Authority (**GO Transit**) is the Province of Ontario's interregional public transit service for the Greater Toronto and Hamilton areas. GO started as a single **rail** line in 1967 and is now an integrated network of train and bus services running over an 8,000 square kilometre (3,000 square mile) area up to 100 kilometres (60 miles) from downtown Toronto. GO Transit contracts with CN and CP to provide GO Train service; GO Transit operates GO Bus service directly. GO Transit is governed by a Board of Directors appointed by the Province. Its **library** is open to the public (416) 869-3600 x5339.

ONTARIO HIGHWAY TRANSPORT BOARD

10th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)326-6732
Fax (416)326-6738
www.ohtb.gov.on.ca
8:15 - 4:15 

The Ontario Highway Transport Board, an administrative tribunal, issues new and/or extensions to operating **licences** for public **vehicles** for-hire services, approval or rejection of transfers of operating licences and share transfers, and deals with application to suspend, cancel or impose conditions on operating licences under the Public Vehicles Act and part I of the Motor Vehicle Transport Act, 1987. These two Acts require that for-hire **bus** operators hold an appropriate operating licence. The Ontario Highway Transport Board operates as a quasi-judicial administrative tribunal. Under the Public Vehicles Act and the Motor Vehicle Transport Act, the Board controls entry and maintains an orderly development in the business of transporting passengers for compensation in public vehicles, both within Ontario and to other jurisdictions.

ACTS

Airports Act, R.S.O. 1990, c.A.15
Bridges Act, R.S.O. 1990, c.B.12
Capital Investment Plan Act, 1993 S.O. 1993, c.23 with respect to Part III of the Act
Commuter Services Act, R.S.O. 1990, c.C.23
Dangerous Goods Transportation Act, R.S.O. 1990, c.D.1
GO Transit Act, 2001, S.O. 2001, c.23, Schedule A
Highway Memorials for Fallen Police Officers Act, 2002, S.O. 2002, c.26
Highway Traffic Act, R.S.O. 1990, c.H.8
Hwy 407 Act, 1998, S.O. 1998, c.28
Hwy 407 East Completion Act, 2001 S.O. 2001, c.23, Schedule B
Improving Customer Service for Road Users Act, 2001, S.O. 2001, c.18
Local Roads Boards Act, R.S.O. 1990, c.L.27
Ministry of Transportation Act, R.S.O. 1990, c.M.36
Motorized Snow Vehicles Act, R.S.O. 1990, c.M.44
Off-Road Vehicles Act, R.S.O. 1990, c.O.4
Ontario Highway Transport Board Act, R.S.O. 1990, c.O.19
Ontario Transportation Development Corporation Act, R.S.O. 1980, c.358
Public Service Works on Highways Act, R.S.O. c. P.49
Public Transportation and Highway Improvement Act, R.S.O. 1990, c.P.50
Public Vehicles Act, R.S.O., c.P.54
Railways Act, R.S.O. 1950, c.331 as amended by S.O. 1968, c.113, s.1, S.O. 1979, c.44 and S.O. 1986, c.64, s.61
Rainbow Bridge Act, 1941, S.O. 1941, c.48 as amended by S.O. 1959, c.87
Shortline Railways Act, 1995, S.O. 1995, c.2
Toll Bridges Act, R.S.O. 1990, c.T.11
Toronto Area Transit Operating Authority Act, R.S.O. 1990, c.T.13
Truck Transportation Act, R.S.O. 1990, c.T.22
Urban Transportation Development Corporation Ltd. Act, R.S.O. 1980, c.518

MINISTERIAL RESPONSIBILITY FOR ACTS

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MINISTERIAL RESPONSIBILITY FOR ACTS

- Absconding Debtors Act (Attorney General)
 Absentees Act (Attorney General)
 Accumulations Act (Attorney General)
 Administration of Justice Act (Attorney General)
 Age of Majority and Accountability Act (Attorney General)
 Aggregate Resources Act, 1989 (Natural Resources)
 Agreement Authorization Act, 1958 (Natural Resources)
 AgriCorp Act, 1996 (Agriculture and Food)
 Agricultural and Horticultural Organizations Act (Agriculture and Food)
 Agricultural Rehabilitation and Development Act (Ontario) ARDA (Agriculture and Food)
 Agricultural Research Institute of Ontario Act (Agriculture and Food)
 Agricultural Tile Drainage Installation Act (Agriculture and Food)
 Airports Act, R.S.O. 1990, c.A.15 (Transportation)
 Alcohol and Gaming Regulation and Public Protection Act, 1996 (Consumer and Business Services)
 Alcoholism and Drug Addiction Act (Health and Long-Term Care)
 Algonquin Forestry Authority Act (Natural Resources)
 Algonquin Provincial Park Extension Act, 1960-61 (Natural Resources)
 Aliens' Real Property Act (Attorney General)
 Ambulance Act (Health and Long-Term Care)
 Ambulance Services Collective Bargaining Act, 2001 (Labour)
 Ammunition Regulation Act, 1994 (Community Safety and Correctional Services)
 An Act Respecting Queen's College at Kingston (Training, Colleges and Universities)
 Anatomy Act (Community Safety and Correctional Services)
 Anglican Church of Canada Act, 1979 (Attorney General)
 Animals for Research Act (Agriculture and Food)
 Apportionment Act (Consumer and Business Services)
 Apprenticeship and Certification Act, 1998 (Training, Colleges and Universities)
 Arbitration Act, 1991 (Attorney General)
 Arboreal Emblem Act, 1984 (Natural Resources)
 Architects Act (Attorney General)
 Archives Act, R.S.O. 1990, c. A.27 (Management Board of Cabinet)
 Art Gallery of Ontario Act (Culture)
 Arthur Wishart Act (Franchise Disclosure), 2000 (Consumer and Business Services)
 Arts Council Act (Culture)
 Assessment Act, R.S.O. 1990, c. A.31 (Finance)
 Assessment Review Board Act (Attorney General)
 Assignments and Preferences Act (Consumer and Business Services)
 Athletics Control Act (Consumer and Business Services)
 Audiology and Speech-Language Pathology Act (Health and Long-Term Care)
 Audit Act, R.S.O. 1990, c. A.35 (Finance)
 Avian Emblem Act, 1994, S.O. 1994, c.15 (Management Board of Cabinet)
 Back to School Act (Hamilton-Wentworth District School Board), 2000 (Labour)
 Back to School Act (Simcoe Muskoka Catholic District School Board), 2002 (Labour)
 Back to School Act (Toronto and Windsor), 2001 (Labour)
 Back to School Act (Toronto Catholic Elementary) and Education and Provincial Schools Negotiations Amendment Act, 2003 (Labour)
 Bail Act (Attorney General)
 Bailiffs Act (Consumer and Business Services)
 Balanced Budget Act, 1999, S.O. 1999, c. 7, Sched. B (Finance)
 Barristers Act (Attorney General)
 Beds of Navigable Waters Act (Natural Resources)
 Beef Cattle Marketing Act (Agriculture and Food)
 Bees Act (Agriculture and Food)
 Blind Persons' Rights Act (Attorney General)
 Boundaries Act (Consumer and Business Services)
 Bridges Act, R.S.O. 1990, c.B.12 (Transportation)
 Building Code Act, 1992 (Municipal Affairs and Housing)
 Bulk Sales Act (Attorney General)

- Business Corporations Act (Consumer and Business Services)
- Business Names Act (Consumer and Business Services)
- Business Practices Act (Consumer and Business Services)
- Business Records Protection Act (Attorney General)
- Business Regulation Reform Act, 1994 (Consumer and Business Services)
- Cabinet Ministers' and Opposition Leaders' Expenses Review and Accountability Act, 2002, S.O. 2002, c. 34, Sched. A (Management Board of Cabinet)
- Canada Company's Lands Act, 1922 (Natural Resources)
- Cancer Act (Health and Long-Term Care)
- Cancer Remedies Act (Health and Long-Term Care)
- Capital Investment Plan Act, 1993 (Environment)
- Capital Investment Plan Act, 1993, S.O. 1993, c. 23 (Finance)
- Capital Investment Plan Act, 1993, S.O. 1993, c. 23 (in respect of the Ontario Realty Corporation) (Management Board of Cabinet)
- Capital Investment Plan Act, 1993 S.O. 1993, c.23 with respect to Part III of the Act (Transportation)
- Celebration of Portuguese Heritage Act, 2001 (Culture)
- Cemeteries Act (Revised) (Consumer and Business Services)
- Centennial Centre of Science and Technology Act (Culture)
- Certification of Titles Act (Consumer and Business Services)
- Change of Name Act (Consumer and Business Services)
- Charitable Gifts Act (Attorney General)
- Charitable Institutions Act (Health and Long-Term Care)
- Charitable Institutions Act, R.S.O. 1990, c. C.9 (Community and Social Services)
- Charities Accounting Act (Attorney General)
- Child and Family Services Act, R.S.O. 1990, c. C.11 (except for sections 162 - 174 inclusive) (Children and Youth Services)
- Child and Family Services Act, R.S.O. 1990, c. C.11 (sections 162 -174 inclusive) (Community and Social Services)
- Children's Law Reform Act (Attorney General)
- Chiropody Act (Health and Long-Term Care)
- Chiropractic Act (Health and Long-Term Care)
- Christopher's Law (Sex Offender Registry) 2000 (Community Safety and Correctional Services)
- City of Greater Sudbury Act, 1999 (Municipal Affairs and Housing)
- City of Hamilton Act, 1999 (Municipal Affairs and Housing)
- City of Kawartha Lakes Act, 2000 (Municipal Affairs and Housing)
- City of London Act, 1990 (Municipal Affairs and Housing)
- City of Ottawa Act, 1999 (Municipal Affairs and Housing)
- City of Toronto Act, 1997 (Municipal Affairs and Housing)
- City of Toronto Act, 1997 (No. 2) (Municipal Affairs and Housing)
- City of Toronto Labour Disputes Resolution Act, 2002 (Labour)
- City of Toronto XXIX Summer Olympic Games Bid Endorsement Act, 1998 (Tourism and Recreation)
- Class Proceedings Act, 1992 (Attorney General)
- Co-operative Corporations Act, R.S.O. 1990, c. C.35 (Finance)
- Collection Agencies Act (Consumer and Business Services)
- Colleges Collective Bargaining Act (Training, Colleges and Universities)
- Commercial Concentration Tax Act, R.S.O. 1990, c. C.16 (Finance)
- Commercial Tenancies Act (Attorney General)
- Commercial Tenancies Act (Municipal Affairs and Housing)
- Commissioners for Taking Affidavits Act (Attorney General)
- Commodity Board Members Act (Agriculture and Food)
- Commodity Boards and Marketing Agencies Act (Agriculture and Food)
- Commodity Futures Act, R.S.O. 1990, c. C.20 (responsibility temporarily assigned to Chair of the Management Board of Cabinet) (Finance)
- Community Psychiatric Hospitals Act (Health and Long-Term Care)
- Community Recreation Centres Act (Tourism and Recreation)
- Community Small Business Investment Funds Act, 1992, S.O. 1992, c. 18 (Finance)
- Commuter Services Act, R.S.O. 1990, c.C.23 (Transportation)
- Compensation for Victims of Crime Act (Attorney General)
- Compulsory Automobile Insurance Act, R.S.O. 1990, c. C.25 (Finance)

Condominium Act, 1998 (Consumer and Business Services)	Dentistry Act, 1991 (Health and Long-Term Care)
Conservation Authorities Act (Natural Resources)	Denturism Act, 1991 (Health and Long-Term Care)
Conservation Land Act (Natural Resources)	Development Charges Act, 1997 (Municipal Affairs and Housing)
Consolidated Hearings Act (Environment)	Development Corporations Act (Economic Development and Trade)
Construction Lien Act (Attorney General)	Development Services Act (Long-term care programs and services) (Health and Long-Term Care)
Consumer Protection Act (Consumer and Business Services)	Developmental Services Act, R.S.O. 1990, c. D.11 (except for the administration of all powers and duties in so far as they relate to the provision of Long-Term Care Programs and Services) (Community and Social Services)
Consumer Protection Bureau Act (Consumer and Business Services)	Dietetics Act, 1991 (Health and Long-Term Care)
Consumer Reporting Act (Consumer and Business Services)	Discriminatory Business Practices Act (Consumer and Business Services)
Conveyancing and Law of Property Act (Attorney General)	Disorderly Houses Act (Attorney General)
Coroners Act (Community Safety and Correctional Services)	District Social Services Administration Boards Act, R.S.O. 1990, c. D.15 (Community and Social Services)
Corporations Act (Consumer and Business Services)	Dog Owners' Liability Act (Attorney General)
Corporations Information Act (Consumer and Business Services)	Domestic Violence Protection Act, 2000 (Attorney General)
Corporations Tax Act, R.S.O. 1990, c. C.40 (Finance)	Donation of Food Act, 1994 (Attorney General)
Costs of Distress Act (Attorney General)	Dower and Miscellaneous Abolition Act, 1980 (Attorney General)
Courts of Justice Act (Attorney General)	Drainage Act (Agriculture and Food)
Credit Unions and Caisses Populaires Act, 1994, S.O. 1994, c. 11 (Finance)	Drug and Pharmacies Regulation Act (Health and Long-Term Care)
Creditors' Relief Act (Attorney General)	Drug Interchangeability and Dispensing Fee Act (Health and Long-Term Care)
Crop Insurance (Ontario) 1996 (Agriculture and Food)	Drugless Practitioners Act (Health and Long-Term Care)
Crown Administration of Estates Act (Attorney General)	Edible Oil Products Act (Agriculture and Food)
Crown Agency Act (Attorney General)	Education Accountability Act, 2000 (Education)
Crown Attorneys Act (Attorney General)	Education Act (Education)
Crown Employees' Collective Bargaining Act, 1993 (Labour)	Education Act, R.S.O. 1990, c. E.2, only in respect of the following provisions: Section 257.2.1, 257.5. Subsections 257.6 (3) to (7) inclusive, 257.7 (3), 257.10 (4) and (5). (Finance)
Crown Forest Sustainability Act (Natural Resources)	Education Quality and Accountability Office Act, 1996 (Education)
Crown Foundations Act, 1996, S.O. 1996, c. 22 (Finance)	Elderly Persons Centres Act (Health and Long-Term Care)
Crown Timber Act (Natural Resources)	Election Act (MINISTER RESPONSIBLE FOR DEMOCRATIC RENEWAL)
Crown Witnesses Act (Attorney General)	Election Act (Ombudsman Ontario)
Dangerous Goods Transportation Act, R.S.O. 1990, c.D.1 (Transportation)	
Day Nurseries Act, R.S.O. 1990, c. D.2 (Children and Youth Services)	
Dead Animal Disposal Act (Agriculture and Food)	
Deaf-Blind Awareness Month Act, 2000, S.O. 2000, c.34 (Citizenship and Immigration)	
Debt Collectors Act (Consumer and Business Services)	
Declarations of Death Act, 2002 (Attorney General)	
Dental Hygiene Act, 1991 (Health and Long-Term Care)	
Dental Technology Act, 1991 (Health and Long-Term Care)	

- Election Finances Act (MINISTER RESPONSIBLE FOR DEMOCRATIC RENEWAL)
 Election Finances Act (Ombudsman Ontario)
 Electricity Act, 1998 - Part VIII (Consumer and Business Services)
 Electricity Act, 1998 (Energy)
 Electronic Commerce Act, 2000 (Attorney General)
 Electronic Registration Act (Consumer and Business Services)
 Emergency Management Act (Community Safety and Correctional Services)
 Employer Health Tax Act, R.S.O. 1990, c. E.11 (Finance)
 Employers and Employees Act (Attorney General)
 Employment Standards Act, 2000 (Labour)
 Endangered Species Act (Natural Resources)
 Energy Efficiency Act, RSO 1990 (Energy)
 English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986 (Attorney General)
 Environment Tribunal Act (Environment)
 Environmental Assessment Act (Environment)
 Environmental Bill of Rights Act, 1993 (Environment)
 Environmental Protection Act (Environment)
 Escheats Act (Attorney General)
 Estate Administration Tax Act, 1998, S.O. 1998, c. 34, Sched (Finance)
 Estates Act (Attorney General)
 Estates Administration Act (Attorney General)
 Evidence Act (Attorney General)
 Execution Act (Attorney General)
 Executive Council Act (Attorney General)
 Expropriations Act (Attorney General)
 Extra-Provincial Corporations Act (Consumer and Business Services)
 Factors Act (Consumer and Business Services)
 Fairness for Parents and Employees Act (Teachers' Withdrawal of Services), 1997 (Education)
 Fairness for Parents and Employees Act (Teachers' Withdrawal of Services), 1997 (Labour)
 Fairness is a Two-Way Street Act (Construction Labour Mobility), 1999 (Labour)
 Family Benefits Act, R.S.O. 1990, c. F.2 (Community and Social Services)
 Family Law Act (Attorney General)
 Family Responsibility and Support Arrears Enforcement Act, 1996 (Attorney General)
 Family Responsibility and Support Arrears Enforcement Act, 1996, S.O. 1996, c. 31 (Community and Social Services)
 Farm Implements Act (Agriculture and Food)
 Farm Products Containers Act (Agriculture and Food)
 Farm Products Grades and Sales Act (Agriculture and Food)
 Farm Products Marketing Act (Agriculture and Food)
 Farm Products Payments Act (Agriculture and Food)
 Farm Registration and Farm Organizations Funding Act (Agriculture and Food)
 Farming and Food Production Protection Act (Agriculture and Food)
 Financial Administration Act, R.S.O. 1990, c. F.12 (Finance)
 Financial Services Commission Act, 1997, S.O. 1997, c. 28 (Finance)
 Fines and Forfeitures Act (Attorney General)
 Fire Protection and Prevention Act, 1997 (Community Safety and Correctional Services)
 Fire Protection and Prevention Act, 1997 (Part 1X Firefighters: Employment and Labour Relations) (Labour)
 Firefighters' Memorial Day Act, 2000 (Community Safety and Correctional Services)
 Fish Inspection Act (Natural Resources)
 Fisheries Industrial Development Act (Natural Resources)
 Fisheries Loans Act (Natural Resources)
 Flag Act, R.S.O. 1990, c. F.20 (Management Board of Cabinet)
 Floral Emblem Act, R.S.O. 1990, c. F.21 (Management Board of Cabinet)
 Fluoridation Act (Health and Long-Term Care)
 Food Safety and Quality Act, 2001 (Agriculture and Food)
 Foreign Cultural Objects Immunity from Seizure Act (Culture)
 Forest Fires Prevention Act (Natural Resources)
 Forest Tree Pest Control Act (Natural Resources)
 Forestry Act (Natural Resources)
 Forestry Workers Employment Act (Natural Resources)
 Forestry Workers Lien For Wages Act (Natural Resources)
 Fraudulent Conveyances Act (Attorney General)
 Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. F.31 (Management Board of Cabinet)
 French Language Services Act (Francophone Affairs)
 Freshwater Fish Marketing Act (Ontario) (Natural Resources)
 Frustrated Contracts Act (Attorney General)

- Fuel Tax Act, R.S.O. 1990, c. F.35 (Finance)
- Funeral Directors and Establishments Act (Consumer and Business Services)
- Game and Fish Act (Natural Resources)
- Gaming Control Act, 1992 (Consumer and Business Services)
- Gananoque Lands Act, 1961-62 (Natural Resources)
- Gas and Oil Leases Act (Natural Resources)
- Gasoline Tax Act, R.S.O. 1990, c. G.5 (Finance)
- General Welfare Assistance Act (long-term care programs and services only) (Health and Long-Term Care)
- Geographic Township of Hansen Act, 1986 (Municipal Affairs and Housing)
- George R. Gardiner Museum of Ceramic Art Act (Culture)
- German Pioneers Day Act, 2000 (Culture)
- GO Transit Act, 2001, S.O. 2001, c.23, Schedule A (Transportation)
- Good Samaritan Act, 2001 (Attorney General)
- Grain Corn Marketing Act (Agriculture and Food)
- Grains Act (Agriculture and Food)
- Habeas Corpus Act (Attorney General)
- Healing Arts Radiation Protection Act (Health and Long-Term Care)
- Health Cards and Numbers Control Act, 1991 (Health and Long-Term Care)
- Health Care Accessibility Act (Health and Long-Term Care)
- Health Care Consent Act (Health and Long-Term Care)
- Health Facilities Special Orders Act (Health and Long-Term Care)
- Health Insurance Act (Health and Long-Term Care)
- Health Protection and Promotion Act (Health and Long-Term Care)
- Health Protection and Promotion Act, R.S.O. 1990, c. H.7 (section 7 in so far as it relates to the Healthy Babies Healthy Children program as described in guidelines published under section 7) (Children and Youth Services)
- Highway Memorials for Fallen Police Officers Act, 2002, S.O. 2002, c.26 (Transportation)
- Highway Traffic Act, R.S.O. 1990, c.H.8 (Transportation)
- Historical Parks Act (Tourism and Recreation)
- Holocaust Memorial Day Act, 1998, S.O. 1998, c.25 (Citizenship and Immigration)
- Homemakers and Nurses Services Act (Health and Long-Term Care)
- Homes for Retarded Persons Act (long-term care programs and services) (Health and Long-Term Care)
- Homes for Special Care Act (Health and Long-Term Care)
- Homes for the Aged and Rest Homes Act (Health and Long-Term Care)
- Horse Riding Safety Act, 2001 (Consumer and Business Services)
- Hospital Labour Disputes Arbitration Act, 1990 (Labour)
- Hospitals and Charitable Institutions Inquiries Act (Attorney General)
- Hotel Registration of Guests Act (Attorney General)
- Housing Development Act (Municipal Affairs and Housing)
- Human Tissue Gift Act (Health and Long-Term Care)
- Hummingbird Performing Arts Centre Corporation Act, 1998 (Culture)
- Hwy 407 Act, 1998, S.O. 1998, c.28 (Transportation)
- Hwy 407 East Completion Act, 2001 S.O. 2001, c.23, Schedule B (Transportation)
- Hydro One Inc. Directors and Officers Act, 2002 (Energy)
- Hypnosis Act (Health and Long-Term Care)
- IDEA Corporation Act (Economic Development and Trade)
- Imitation Firearms Regulation Act, 2000 (Community Safety and Correctional Services)
- Immunization of School Pupils Act (Health and Long-Term Care)
- Improving Customer Service for Road Users Act, 2001, S.O. 2001, c.18 (Transportation)
- Income Tax Act, R.S.O. 1990, c. I.2 (Finance)
- Independent Health Facilities Act (Health and Long-Term Care)
- Indian Lands Act, 1924 (Native Affairs)
- Indian Lands Agreement Confirmation Act, 1989 (Native Affairs)
- Indian Welfare Services Act, R.S.O. 1990, c. I.4 (Community and Social Services)
- Industrial and Mining Lands Compensation Act (Natural Resources)
- Innkeepers Act (Attorney General)
- Instruction Time: Minimum Standards Act, 1998 (Education)
- Insurance Act, R.S.O. 1990, c. I.8 (Finance)
- Intercountry Adoption Act, 1998, S.O. 1998, c.29 (Children and Youth Services)
- Interjurisdictional Support Orders Act, 2002 (Attorney General)
- Interjurisdictional Support Orders Act, 2002 (Attorney General)
- International Commercial Arbitration Act (Attorney General)

- International Interests in Mobile Equipment Act (Aircraft Equipment), 2002 (Attorney General)
- International Sale of Goods Act (Attorney General)
- Interpretation Act (Attorney General)
- Interprovincial Summonses Act (Attorney General)
- Judicial Review Procedure Act (Attorney General)
- Juries Act (Attorney General)
- Justices of the Peace Act (Attorney General)
- Laboratory and Specimen Collection Centre Licencing Act (Health and Long-Term Care)
- Labour Relations Act, 1995 (Labour)
- Lac Seul Conservation Act, 1928 (Natural Resources)
- Lake of the Woods Control Board Act, 1922 (Natural Resources)
- Lakes and Rivers Improvement Act (Natural Resources)
- Land Registration Reform Act (Consumer and Business Services)
- Land Titles Act (Consumer and Business Services)
- Land Transfer Tax Act, R.S.O. 1990, c. L.6 (Finance)
- Law Society Act (Attorney General)
- Legal Aid Services Act, 1998 (Attorney General)
- Legislative Assembly Act (MINISTER RESPONSIBLE FOR DEMOCRATIC RENEWAL)
- Legislative Assembly Act (Ombudsman Ontario)
- Libel and Slander Act (Attorney General)
- Licence Appeal Tribunal Act (Consumer and Business Services)
- Lieutenant Governor Act (Attorney General)
- Lightning Rods Act (Community Safety and Correctional Services)
- Limitations Act, 2002 (Attorney General)
- Limitations Act (Attorney General)
- Limited Partnerships Act (Consumer and Business Services)
- Line Fences Act (Municipal Affairs and Housing)
- Liquor Control Act (Economic Development and Trade)
- Liquor Licence Act (Economic Development and Trade)
- Livestock and Livestock Products Act (Agriculture and Food)
- Livestock Community Sales Act (Agriculture and Food)
- Livestock Identification Act (Agriculture and Food)
- Livestock Medicines Act (Agriculture and Food)
- Livestock, Poultry and Honey Bee Protection Act (Agriculture and Food)
- Loan and Trust Corporations Act, R.S.O. 1990, c. L.25 (Finance)
- Loan Brokers Act (Consumer and Business Services)
- Lobbyists Registration Act, 1998, S.O.1998, c. 27, Sched. (Management Board of Cabinet)
- Local Roads Boards Act, R.S.O. 1990, c.L.27 (Transportation)
- Long Term Care Act, 1994 (Health and Long-Term Care)
- Management Board of Cabinet Act, R.S.O. 1990, c. M.1 (Management Board of Cabinet)
- Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958 (Natural Resources)
- Manitoulin, Barrie and Cockburn Islands Land Act, 1990 (Native Affairs)
- Marine Insurance Act, R.S.O. 1990, c. M.2 (Finance)
- Marriage Act (Consumer and Business Services)
- Massage Therapy Act (Health and Long-Term Care)
- McMichael Canadian Act Collection Act (Culture)
- Meat Inspection Act (Ontario) (Agriculture and Food)
- Medical Laboratory Technology Act, 1991 (Health and Long-Term Care)
- Medical Radiation Technology Act, 1991 (Health and Long-Term Care)
- Medicine Act, 1991 (Health and Long-Term Care)
- Members Integrity Act, 1994 (Attorney General)
- Members' Integrity Act (Ombudsman Ontario)
- Mental Health Act (Health and Long-Term Care)
- Mental Hospitals Act (Health and Long-Term Care)
- Mercantile Law Amendment Act (Attorney General)
- Metropolitan Toronto Convention Centre Corporation Act (Tourism and Recreation)
- Midwifery Act, 1991 (Health and Long-Term Care)
- Migratory Birds Convention Act (Canada) - Ontario Regulations (Natural Resources)
- Milk Act (Agriculture and Food)
- Mineral Emblem Act (Natural Resources)
- Mining Act (Northern Development and Mines)

- Mining Tax Act, R.S.O. 1990, c. M.15
 (Finance)
- Ministry of Agriculture, Food and Rural
 Affairs Act (Agriculture and Food)
- Ministry of Citizenship and Culture Act in so
 far as it relates to activities and programs
 respecting culture (Culture)
- Ministry of Citizenship and Culture Act,
 R.S.O. 1990, c.M.18 insofar as it relates to
 activities and programs respecting
 citizenship and immigration. (Citizenship
 and Immigration)
- Ministry of Community and Social Services
 Act, R.S.O. 1990, c. M.20 (Community and
 Social Services)
- Ministry of Community and Social Services
 Act, R.S.O. 1990, c. M.20 (Children and
 Youth Services)
- Ministry of Community and Social Services
 Act (sections 11.1 and 12 re: long-term care
 programs and services only) (Health and
 Long-Term Care)
- Ministry of Consumer and Business Services
 Act (Consumer and Business Services)
- Ministry of Correctional Services Act
 (Community Safety and Correctional
 Services)
- Ministry of Correctional Services Act, R.S.O.
 1990, c. M.22 (Part V) (Children and Youth
 Services)
- Ministry of Energy Act, RSO 1990 (Energy)
- Ministry of Government Services Act, R.S.O.
 1990, c. M.25 (Management Board of
 Cabinet)
- Ministry of Health Act (Health and Long-Term
 Care)
- Ministry of Industry, Trade and Technology
 Act (Economic Development and Trade)
- Ministry of Intergovernmental Affairs Act
 (Intergovernmental Affairs)
- Ministry of Labour Act, 1990 (Labour)
- Ministry of Municipal Affairs and Housing Act
 (Municipal Affairs and Housing)
- Ministry of Natural Resources Act (Natural
 Resources)
- Ministry of Northern Development and Mines
 Act (Northern Development and Mines)
- Ministry of Revenue Act, R.S.O. 1990, c. M.33
 (Finance)
- Ministry of the Attorney General Act
 (Attorney General)
- Ministry of the Environment Act
 (Environment)
- Ministry of the Solicitor General Act
 (Community Safety and Correctional
 Services)
- Ministry of Tourism and Recreation Act
 (Tourism and Recreation)
- Ministry of Training, Colleges and
 Universities Act (Training, Colleges and
 Universities)
- Ministry of Transportation Act, R.S.O. 1990,
 c.M.36 (Transportation)
- Ministry of Treasury and Economics Act,
 R.S.O. 1990, c. M.37 (Finance)
- Mortgage Brokers Act, R.S.O. 1990, c. M.39
 (Finance)
- Mortgages Act (Attorney General)
- Motor Vehicle Accident Claims Act, R.S.O.
 1990, c. M.41 (Finance)
- Motor Vehicle Dealers Act (Consumer and
 Business Services)
- Motor Vehicle Repair Act (Consumer and
 Business Services)
- Motorized Snow Vehicles Act, R.S.O. 1990,
 c.M.44 (Transportation)
- MPPs Pension Act, 1996, S.O. 1996, c. 6,
 Sched. A (Finance)
- Municipal Act, 2001 (Municipal Affairs and
 Housing)
- Municipal Affairs Act (Municipal Affairs and
 Housing)
- Municipal Arbitrations Act (Municipal Affairs
 and Housing)
- Municipal Conflict of Interest Act (Municipal
 Affairs and Housing)
- Municipal Corporations Quieting Orders Act
 (Municipal Affairs and Housing)
- Municipal Elections Act (Municipal Affairs
 and Housing)
- Municipal Extra-Territorial Tax Act
 (Municipal Affairs and Housing)
- Municipal Franchises Act (Municipal Affairs
 and Housing)
- Municipal Freedom of Information and
 Protection of Privacy Act, R.S.O. 1990,
 c. M.56 (Management Board of Cabinet)
- Municipal Health Services Act (Health and
 Long-Term Care)
- Municipal Property Assessment Corporation
 Act, 1997, S.O. 1997, c. 43, Sched. G
 (Finance)
- Municipal Tax Assistance Act (Municipal
 Affairs and Housing)
- Municipal Water and Sewage Transfer Act,
 1997 (Environment)
- Municipality of Shuniah Act, 1936 (Municipal
 Affairs and Housing)
- National Radio Observatory Act, 1962-63
 (Natural Resources)
- Negligence Act (Attorney General)
- Niagara Parks Act (Tourism and Recreation)
- North Georgian Bay Recreational Reserve Act,
 1962-63 (Natural Resources)
- North Pickering Development Corporation
 Act, 1974 (Municipal Affairs and Housing)

- Northern Ontario Heritage Fund Act (Northern Development and Mines)
- Northern Services Boards Act (Northern Development and Mines)
- Notaries Act (Attorney General)
- Nursing Act, 1991 (Health and Long-Term Care)
- Nursing Homes Act (Health and Long-Term Care)
- Nutrient Management Act, 2002 (Agriculture and Food)
- Nutrient Management Act (Environment)
- Oak Ridges Moraine Conservation Act, 2001 (Municipal Affairs and Housing)
- Oak Ridges Moraine Protection Act, 2001 (Municipal Affairs and Housing)
- OC Transpo Payments Act, 2000 (Municipal Affairs and Housing)
- Occupational Health & Safety Act, 1990 (Labour)
- Occupational Therapy Act (Health and Long-Term Care)
- Occupiers' Liability Act (Attorney General)
- Off-Road Vehicles Act, R.S.O. 1990, c.O.4 (Transportation)
- Official Notices Publication Act (Consumer and Business Services)
- Ombudsman Act (Attorney General)
- Ombudsman Act (Ombudsman Ontario)
- Ontarians with Disabilities Act, 2001, S.O. 2001, c.32 (Citizenship and Immigration)
- Ontario Agricultural Museum Act (Agriculture and Food)
- Ontario Agricultural Week Act, 1998 (Agriculture and Food)
- Ontario Association of former Parliamentarians Act, 2000 (Attorney General)
- Ontario College of Art Design Act, 2002 (Training, Colleges and Universities)
- Ontario College of Teachers Act, 1996 (Education)
- Ontario Colleges of Applied Arts and Technology Act, 2002 (Training, Colleges and Universities)
- Ontario Credit Union League Limited Act, 1972, S.O. 1972, c. 42 (Finance)
- Ontario Disability Support Program Act, 1997, S.O. 1997, c. 25, Sched. B (Community and Social Services)
- Ontario Drug Benefit Act (Health and Long-Term Care)
- Ontario Educational Communications Authority Act (Training, Colleges and Universities)
- Ontario Energy Board, 1998 (Energy)
- Ontario Food Terminal Act (Agriculture and Food)
- Ontario Geographic Names Board Act (Natural Resources)
- Ontario Guaranteed Annual Income Act, R.S.O. 1990, c. O.17 (Finance)
- Ontario Harbours Agreement Act, 1962-63 (Natural Resources)
- Ontario Heritage Act (Culture)
- Ontario Highway Transport Board Act, R.S.O. 1990, c.O.19 (Transportation)
- Ontario Home Ownership Savings Plan Act, R.S.O. 1990, c. O.20 (Finance)
- Ontario Home Property Tax Relief for Senior Act, 2003, S.O. 2003, c. 4 (Finance)
- Ontario Housing Corporation Act (Municipal Affairs and Housing)
- Ontario Institute for Studies in Education Repeal Act, 1996 (Education)
- Ontario Law Reform Commission Act (Attorney General)
- Ontario Lottery and Gaming Corporation Act, 1999 (Attorney General)
- Ontario Medical Association Dues Act, 1991 (Health and Long-Term Care)
- Ontario Mental Health Foundation Act (Health and Long-Term Care)
- Ontario Mineral Exploration Act (Northern Development and Mines)
- Ontario Municipal Board Act (Attorney General)
- Ontario Municipal Economic Infrastructure Financing Authority Act, 2002, S.O. 2002, c. 22, Sched. A (Finance)
- Ontario Municipal Employees Retirement System Act (Municipal Affairs and Housing)
- Ontario New Home Warranties Plan Act (Consumer and Business Services)
- Ontario Northland Transportation Commission Act (Northern Development and Mines)
- Ontario Place Corporation Act (Tourism and Recreation)
- Ontario Planning and Development Act, 1994 (Municipal Affairs and Housing)
- Ontario Public Service Employees' Union Pension Act, 1994, S.O. 1994, c. 17, s. 143, Sched. (Management Board of Cabinet)
- Ontario School Trustees' Council Act (Education)
- Ontario Society for Prevention of Cruelty to Animals Act (Community Safety and Correctional Services)
- Ontario Transportation Development Corporation Act, R.S.O. 1980, c.358 (Transportation)
- Ontario Water Resources Act (Environment)
- Ontario Works Act, 1997, S.O. 1997, c. 25, Sched. A (Community and Social Services)

Opticianry Act, 1991 (Health and Long-Term Care)	Proceedings Against the Crown Act (Attorney General)
Optometry Act, 1991 (Health and Long-Term Care)	Professional Engineers Act (Attorney General)
Ottawa-Carleton French-Language School Board Transferred Employees Act (Education)	Professional Geoscientists Act, 2000 (Northern Development and Mines)
Ottawa Congress Centre Act (Tourism and Recreation)	Property and Civil Rights Act (Attorney General)
Ottawa River Water Powers Act, 1943 (Natural Resources)	Province of Ontario Savings Office Act, R.S.O. 1990, c. P.30 (Finance)
Paperback and Periodical Distributors Act (Consumer and Business Services)	Province of Ontario Savings Office Privatization Act, 2002, S.O. 2002, c. 8, Sched. H (Finance)
Parental Responsibility Act, 2000 (Attorney General)	Provincial Land Tax Act, R.S.O. 1990, c. P.32 (Finance)
Partition Act (Attorney General)	Provincial Offences Act (Attorney General)
Partnerships Act (Consumer and Business Services)	Provincial Parks Act (Natural Resources)
Pawnbrokers Act (Attorney General)	Provincial Schools Negotiations Act (Education)
Pay Equity Act, 1990 (Labour)	Psychology Act, 1991 (Health and Long-Term Care)
Pension Benefits Act, R.S.O. 1990, c. P.8 (Finance)	Public Accountancy Act (Attorney General)
Perpetuities Act (Attorney General)	Public Authorities Protection Act (Attorney General)
Personal Property Security Act (Consumer and Business Services)	Public Guardian & Trustee Act (Attorney General)
Pesticides Act (Environment)	Public Hospitals Act (Health and Long-Term Care)
Petroleum Resources Act (Natural Resources)	Public Inquiries Act (Attorney General)
Pharmacy Act, 1991 (Health and Long-Term Care)	Public Lands Act (Natural Resources)
Physician Services Delivery Management Act, 1995 (Health and Long-Term Care)	Public Libraries Act (Culture)
Physiotherapy Act, 1991 (Health and Long-Term Care)	Public Officers Act (Attorney General)
Planning Act (Municipal Affairs and Housing)	Public Sector Dispute Resolution Act, 1997 (Labour)
Plant Diseases Act (Agriculture and Food)	Public Sector Labour Relations Transition Act, 1997 (Labour)
Police Services Act (Community Safety and Correctional Services)	Public Sector Salary Disclosure Act, 1996, S.O. 1996, c. 1, Sched. A (Finance)
Police Services Act, section 113 (Attorney General)	Public Service Act, R.S.O. 1990, c. P.47 (Management Board of Cabinet)
Policy and Priorities Board of Cabinet Act (Ombudsman Ontario)	Public Service Pension Act, R.S.O. 1990, c. P.48 (Management Board of Cabinet)
Post-Secondary Education Choice and Excellence Act, 2000 (Training, Colleges and Universities)	Public Service Works on Highways Act, R.S.O. c. P.49 (Transportation)
Pounds Act (Agriculture and Food)	Public Transportation and Highway Improvement Act, R.S.O. 1990, c.P.50 (Transportation)
Power Corporation Act, RSO 1990 (Energy)	Public Utilities Act (Municipal Affairs and Housing)
Powers of Attorney Act (Attorney General)	Public Vehicles Act, R.S.O., c.P.54 (Transportation)
Prepaid Hospital and Medical Services Act, R.S.O. 1990, c. P.21 (Finance)	Public Works Protection Act (Community Safety and Correctional Services)
Prepaid Services Act (Consumer and Business Services)	Quality in the Classroom Act, 2001 (Education)
Private Career Colleges Act (Training, Colleges and Universities)	Race Tracks Tax Act, R.S.O. 1990, c. R.1 (Finance)
Private Hospitals Act (Health and Long-Term Care)	Racing Commission Act, 2000 (Consumer and Business Services)
Private Investigators and Security Guards Act (Community Safety and Correctional Services)	

- Railways Act, R.S.O. 1950, c.331 as amended by S.O. 1968, c.113, s.1, S.O. 1979, c.44 and S.O. 1986, c.64, s.61 (Transportation)
- Rainbow Bridge Act, 1941, S.O. 1941, c.48 as amended by S.O. 1959, c.87 (Transportation)
- Real Estate and Business Brokers Act (Consumer and Business Services)
- Real Property Limitations Act (Attorney General)
- Reciprocal Enforcement of Judgments Act (Attorney General)
- Reciprocal Enforcement of Judgments (U.K.) Act (Attorney General)
- Registered Insurance Brokers Act, R.S.O. 1990, c. R.19 (Finance)
- Registry Act (Consumer and Business Services)
- Regulated Health Professions Act, 1991 (Health and Long-Term Care)
- Regulations Act (Attorney General)
- Religious Freedom Act (Attorney General)
- Religious Organizations' Lands Act (Attorney General)
- Remedies for Organized Crime and Other Unlawful Activities Act, 2001 (Attorney General)
- Remembrance Day Observance Act, 1997, S.O. 1997, c.18 (Citizenship and Immigration)
- Repair and Storage Liens Act (Consumer and Business Services)
- Representation Act, 1996 (Ombudsman Ontario)
- Representation Act (MINISTER RESPONSIBLE FOR DEMOCRATIC RENEWAL)
- Rescuing Children from Sexual Exploitation Act, 2002, parts III and IV except elements of section 31 (Attorney General)
- Rescuing Children from Sexual Exploitation Act, 2002, S.O. 2002, c. 5 (Parts I and II and section 31 in so far as that section relates to activities and programs under those Parts) (Children and Youth Services)
- Research Foundation Act (Economic Development and Trade)
- Residential Complex Sales Representation Act (Consumer and Business Services)
- Respiratory Therapy Act, 1991 (Health and Long-Term Care)
- Retail Business Holidays Act (Consumer and Business Services)
- Retail Sales Tax Act, R.S.O. 1990, c. R.31 (Finance)
- Revised Statutes Confirmation and Corrections Act, 1993 (Attorney General)
- Rights of Labour Act, 1990 (Labour)
- Road Access Act (Municipal Affairs and Housing)
- Royal Botanical Gardens Act, 1989 (Culture)
- Royal Ontario Museum Act (Culture)
- Ryerson University Act (Training, Colleges and Universities)
- Safe Drinking Water Act (Environment)
- Safe Streets Act 1999 (Attorney General)
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- Science North Act (Culture)
- Section 257.12, 257.12, 257.12.1, 257.12.2, 257.12.3, 257.13. Subsection 257.19 (4) (Finance)
- Securities Act, R.S.O. 1990, c. S.5 (responsibility temporarily assigned to Chair of the Management Board of Cabinet) (Finance)
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- Small Business Development Corporations Act, R.S.O. 1990, c. S.12 (Finance)
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ntario Culture on a Roll

Culture touches all of us, makes us who we are, and reflects us to the world.

The big picture of Ontario culture includes: internationally praised museums and art galleries; thriving arts communities and organizations; an extensive network of cutting-edge libraries; dynamic cultural industries from book publishing to film production; natural and built heritage sites; and much more.

The province's 13 cultural agencies and boards range from The Ontario Arts Council - which fosters artists and arts organizations, to science centres in Toronto and Sudbury.

The provincial government is playing its role to assure that culture in Ontario stays on a roll.



Printed on Recycled Material
ISSN number 0835-3387

